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Analysis for Policy



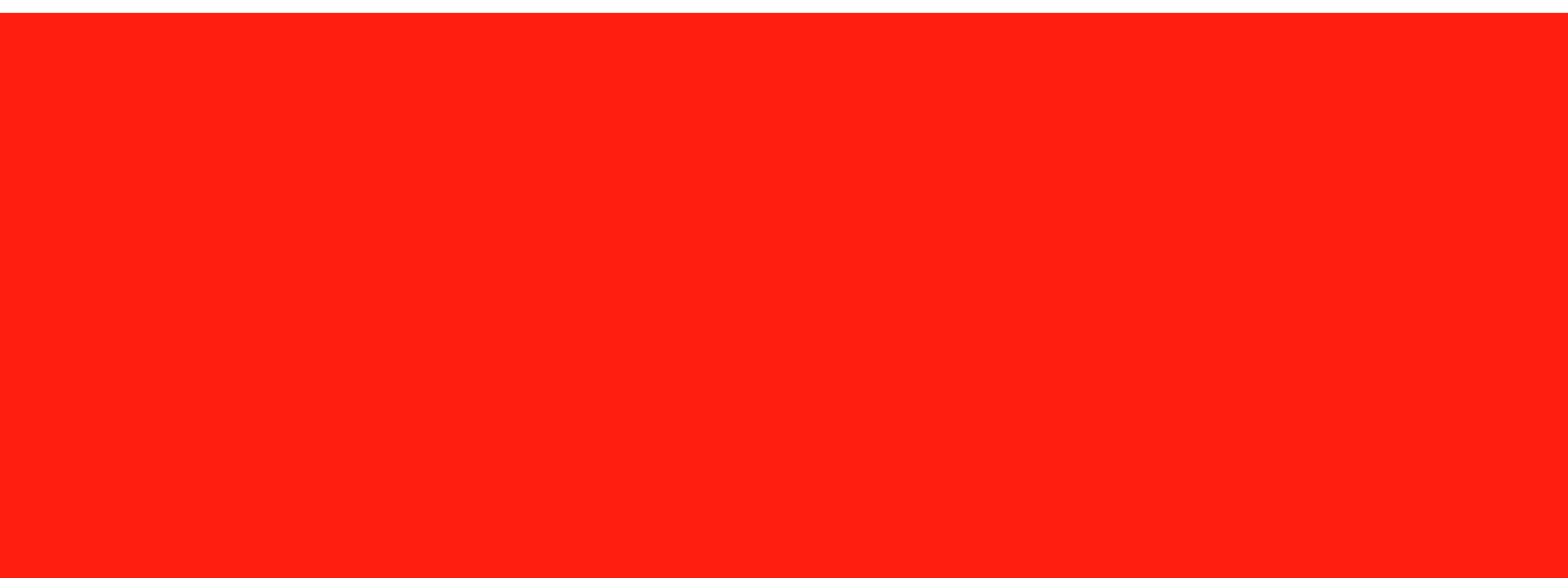
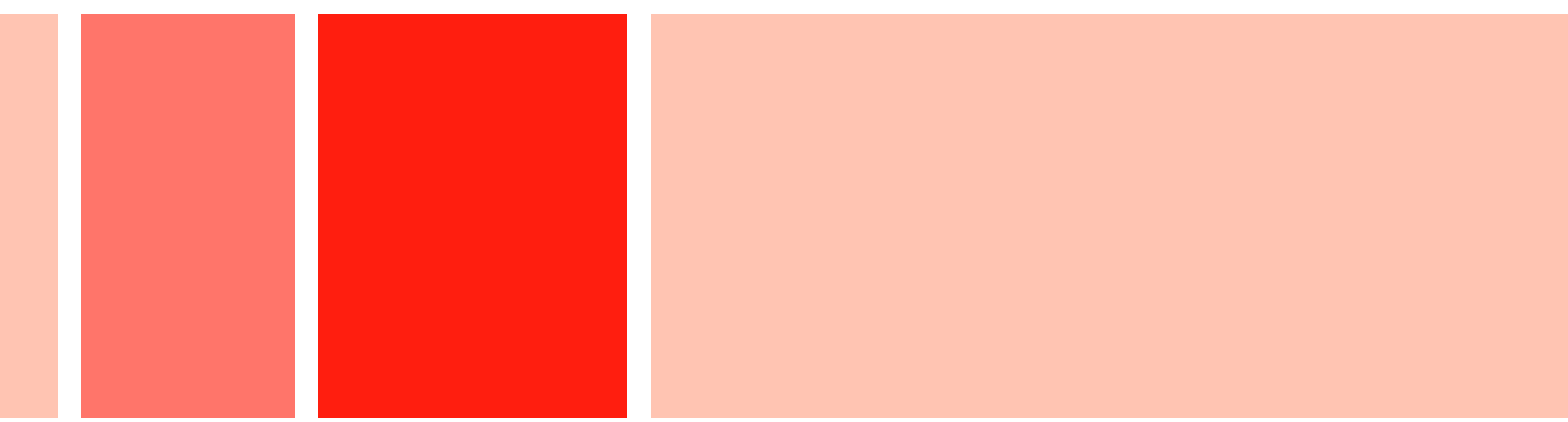
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# Jobs Growth Wales: Interim evaluation report Annexes



# **Interim evaluation report: Jobs Growth Wales: Annexes**

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

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## Annex A – Detailed Evaluation Objectives

Overarching aims	Detailed objectives
Understand the context within which the JGW programme works, and the extent to which each strand integrates into other initiatives in Wales and the UK	<ul style="list-style-type: none"> <li>▪ Assess the extent to which each strand of JGW aligns and integrates with other Welsh Government, Department for Work and Pensions (DWP) (including Work Programme provision) and Jobcentre Plus (JCP) etc. initiatives (e.g. Tackling Poverty Action Plan, Youth Contract, GO Wales, Young Recruits programme, Steps to Employment and New Enterprise Allowance etc.)</li> </ul>
Review the processes of the programme, and how well it has been managed and implemented	<ul style="list-style-type: none"> <li>▪ Review the overall management and implementation of the programme highlighting areas of good practice and areas for further development</li> <li>▪ Investigate the perception of JGW amongst young people, work based learning providers, employers and key stakeholders</li> <li>▪ Consider the appropriateness of the application/registration process for both individuals and employers for all strands of JGW</li> <li>▪ Explore how effective the referral process has been: Have employers received appropriate candidates? Was the pre-sifting of candidates by referral agencies and by JGW contract holders effective? Was the job matching process efficient?</li> </ul>
Assess how effectively JGW has communicated and engaged with employers and young people, particularly in deprived areas	<ul style="list-style-type: none"> <li>• Assess how effectively JGW has been communicated to young people and employers</li> <li>▪ Analyse how effective the managing agents have been at identifying and targeting employers</li> <li>▪ Analyse how effective JGW has been at engaging with employers who have not previously participated in skills and training programmes, e.g. Apprenticeships, Young Recruits Programme, GO Wales</li> <li>▪ Assess the extent to which JGW has engaged with young people from the most deprived areas in Wales, and how effective the Communities First Mentor approach has been in promoting JGW in Communities First areas in Wales</li> </ul>
Evaluate the impact of JGW on youth unemployment in Wales, both overall and for each strand, through exploring the end destination for participants and the impact of participation on employers' recruitment patterns and training programmes	<ul style="list-style-type: none"> <li>▪ Assess the extent to which the overall aim and objectives of JGW have been achieved</li> <li>▪ Assess the extent to which each individual strand of the JGW programme has met its aim and objectives</li> <li>▪ Assess the extent to which the anticipated outputs and outcomes have been achieved</li> <li>▪ Assess the impact and effectiveness of JGW at tackling youth unemployment in Wales</li> <li>▪ Investigate the destination of JGW participants after leaving the programme</li> <li>▪ Investigate the impact of participation in JGW on employers' recruitment practices and engagement/investment in skills development and training</li> <li>▪ Assess the counterfactual, including an analysis of deadweight and displacement</li> <li>▪ Assess the extent to which JGW has provided a range of quality job opportunities to young people</li> <li>▪ Assess any unexpected/unintended benefits participating in JGW has resulted in for employers, e.g. has it enabled them to grow their business, or develop new products or services?</li> <li>▪ Analyse the extent to which employers have provided opportunities for the young people placed with them to learn new skills and gain experience</li> <li>▪ Assess whether participation in JGW has led to sustained employment for young people participating in the programme, e.g.</li> </ul>

Overarching aims	Detailed objectives
	<p>How likely are young people to be with their JGW employer after the end of the JGW job? For those who have not remained with their JGW employer, have they found other employment?</p> <ul style="list-style-type: none"> <li>▪ Assess the extent to which participation in JGW has encouraged young people to engage in training and skills development, e.g. Have they considered/actively looked for apprenticeship opportunities? Have they returned to full time/part time education?</li> <li>▪ Assess the effectiveness of the financial support provided via the third sector supported employment route to overcoming barriers to employment</li> <li>▪ Investigate whether JGW has encouraged and enabled young people to develop their career aspirations in non-traditional areas</li> <li>▪ Explore what Welsh Government or Higher Education Funding Council for Wales (HEFCW) etc. funded support/development individuals have received post participation in JGW</li> <li>▪ Is there a difference in the impact of jobs sourced in the third sector strand through 'direct employment' and 'supported employment'?</li> </ul>
Identify the key strengths of the programme and any constraints/issues	<ul style="list-style-type: none"> <li>▪ Identify the key strengths of the programme and any constraints/issues that may have impeded its effectiveness</li> <li>▪ Assess any unintended or unexpected effects from the programme</li> <li>▪ Identify the aspects of the programme that have worked well, the challenges that have been faced, and aspects that could be improved?</li> </ul>
Provide an understanding of the value for money of the programme	<ul style="list-style-type: none"> <li>▪ Assess the value for money of the programme</li> </ul>
Gather lessons learned and provide recommendations to inform future policies to support young people into employment	<ul style="list-style-type: none"> <li>▪ Consider the findings of the evaluation within the context of the wider evidence base</li> <li>▪ Provide recommendations and gather lessons learnt to feed into future policies to support young people into employment</li> </ul>

## **Annex B – Quantitative and qualitative research technical appendix**

### **Surveys**

B.1 In total, three telephone surveys were conducted to inform the evaluation of the JGW programme. The questionnaires for these surveys can be found in Annex F.

- The first wave of a longitudinal survey of employers who had participated or are participating in JGW.
- The first wave of a longitudinal survey of young people (successful in their application to JGW and had participated or were participating in JGW) and a comparison group (young people who applied to JGW but were unsuccessful in their application and did not take part in the programme).

B.2 JGW involves a competitive process in which some applicants for vacancies are selected by employers for jobs, while others are unsuccessful in this process. Using a sample of unsuccessful applicants (both those who had applied for a vacancy but had not been shortlisted, and those who were shortlisted for interview but were not ultimately selected for a job) it is possible to assemble a comparison group as it ensures that one source of selection bias is taken into account by sample design (i.e. all individuals will have made an application to the programme)<sup>1</sup>.

B.3 Monitoring information suggested that for every vacancy there were ten applicants, which meant that there were sufficient volumes to assemble a workable comparison group. Careers Wales provided contact details for those that had applied for JGW vacancies but had not been successful in being shortlisted for interview.

B.4 Cognitive interviews were carried out to test the English versions of the questionnaires. Four cognitive interviews were conducted with employers and five with JGW participants. Because the questionnaire for the comparison group was very similar to that for participants, it was decided that it was not

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<sup>1</sup> Selection bias and other forms of limitations to the methodology is discussed in more detail in chapter 1.4 methodological limitations.

necessary to test this questionnaire. Overall, the cognitive testing confirmed that respondents understood the questions and found them relevant. The cognitive testing did result in a number of changes to the questionnaire, including:

- Changes to question wording
- Addition of codes to pre-coded lists of responses
- Changes of some pre-coded lists to multi-code instead of single code
- Addition of questions to take account of varying circumstances (such as some employers having hired more than one young person through JGW)

B.5 As an additional check, before launching the surveys, pilots of the English versions of the young person and unsuccessful surveys were carried out in order to test the questionnaire and the routing of the script. Because many of the questions being asked of employers were similar to those being asked of young people or were tried and tested from other surveys, a pilot of the employer survey was not deemed necessary. The number of pilot interviews conducted and the average questionnaire length of each survey can be seen in the table below.

**Table B.1: Pilot surveys**

Survey	Fieldwork dates	Number of interviews	Questionnaire length
Successful applicants (treatment group)	16 August 2013	24	23 minutes 8 seconds
Unsuccessful applicants (comparison group)	19 August 2013	29	14 minutes 28 seconds

Source: Ipsos MORI Telephone Centre data (provided on 13/08/2013, 20/08/2013 and 20/09/2013)

B.6 The pilot surveys resulted in minor changes to the questionnaire. While the unsuccessful survey was deemed an appropriate length, the successful survey was too long on average<sup>2</sup>, partly due to twice the number of young people going through the longer routing (for those who had completed the programme) than originally envisaged. Ipsos MORI proposed cutting the survey down to 21 minutes, and scaling back some of the qualitative research to accommodate this. As a result, some questions were deleted from the questionnaire. Overall,

<sup>2</sup> 23.04 minutes from a desired length of 15 minutes.

the pilot confirmed that the questions asked were generally sound and that the surveys were suitable to go into field for the main stage evaluation.

B.7 These surveys will be delivered in two waves (with a second cohort of JGW participants surveyed in Wave 2). The Wave 1 surveys were conducted with successful and unsuccessful young people, as well as employers. A breakdown of these and the unadjusted response rate can be seen in the table below.

**Table B.2: Main stage surveys**

Theme	Target number of interviews	Actual number of interviews (fieldwork dates)	Unadjusted response rate <sup>3</sup> (percent)
Successful applicants (treatment group)	600	595 (27 August – 3 October)	<i>Total 36 Private 35 Third sector – direct 42 Third sector – sup 33 Graduate 51</i>
Unsuccessful applicants (comparison group)	600	603 (29 August – 30 Sept)	<i>Total 36 Private and third sector 36 Graduate 42</i>
Employers	300	328 (18 Sept – 16 Oct)	<i>Total 55</i>

Source: Ipsos MORI Telephone Centre data (provided on 19/09/2013, 23/09/2013 and 21/10/2013)

## Sampling

B.8 The sampling databases used for qualitative and quantitative research work were the main Jobs Growth Wales database of successful applicants and their employers, the Careers Wales database of private and third sector applicants (including unsuccessful applicants), the GO Wales database of graduate sector applicants, and the database of applicants for the self-employment strand from the Department of Economy, Science and Transport (EST). There were a number of issues with the quality of the data which limited the possibility of drawing a random and representative sample, including (but not limited to):

- Problem with the giving of consent to be contacted
- Duplicates in the sample

<sup>3</sup> The unadjusted response rate is the total number of interviews completed divided by the total number of eligible respondents (those who meet the criteria to take part in the survey) in the sample. This means that non-respondents and those who refused to take part in the survey are included in the denominator.



- Missing or incorrect phone numbers
- Lack of SIC code

B.9 These issues are discussed further in the report under section 1.4 methodological limitations below.

B.10 The sampling procedures were conducted slightly differently for the separate strands. For the **young person survey** we were sent both an anonymous and a personalised data file. The anonymous file included every young person on the programme but with no personal details, whereas the personalised file contained only those who consented to take part along with their personal details. Both files were stratified according to strand, and the applicants were put into age bands 16 to 18; 19 to 21; 22 years and over. Duplicates were deleted and we created the status on the programme based on the participant's start date: completed; current (currently on the work placement) and transition (will complete over fieldwork period). Applicants who joined the programme on 16 July 2013 or later were deleted and the region was put into bands of Convergence and Competitiveness, as well as north, south and west Wales. From this sample the profile was drawn before deleting out applicants with no phone numbers and identifying and deleting out a random sample for qualitative in-depths interviews, so as not to survey those young people twice. From this the sample for the survey was drawn.

B.11 The first step for preparing the sampling frame for research work with **unsuccessful applicants** was to delete out those who had made successful applications and to identify the strand of the job they last applied for. Duplicates of applicants were identified and deleted and then the sample was checked against the sample of successful applicants to ensure that none of the unsuccessful applicants were also in the successful applicants' sample. Like the successful sample, these applicants were also grouped into the same age bands, region and Convergence and Competitiveness areas. The sample was then profiled based on this population. Finally, applicants without a functioning phone number were deleted, a sample for qualitative interviews was drawn and then deleted, and then the sample for the quantitative survey was drawn.

B.12 The **employers sample** was stratified according to their Standard Industrial Classification (SIC) (which had to be added to the file) as well as the size of the business and the number of JGW jobs filled. The profile was then drawn based on this population before a sample for qualitative interviews were selected and deleted, and then the sample for the quantitative survey was drawn.

B.13 The surveys were **response rate / random probability surveys** and therefore **did not have any quotas**<sup>4</sup>. This meant that for each piece of sample there had to be an outcome. For example, each applicant who did not answer the phone was called between four and 12 times before being marked as “no contact”. A limited amount of sample was initially made available for interview, and this was then topped up as needed against targets to avoid oversampling.

### **Weighting profile**

B.14 The sample was weighted according to the profile below for successful, unsuccessful, and employers, which was calculated from the sampling frames. It should be noted that as the MI data was not complete, these profiles may not accurately reflect the actual profile of each group.

B.15 We have reported weighted percentages where the base is above 100 respondents, and where it is 100 or below we have reported unweighted numbers, unless otherwise stated.

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<sup>4</sup> Quota surveys involve selecting the sample based on certain characteristics, and can be useful if certain sub-groups need to be over-represented in the sample. Response rate surveys are more robust, and involve randomly selecting individuals for the sample, and then ensuring a high response rate by contacting potential respondents until a maximum number of contacts or an outcome is achieved.

**Table B.3: Weighting (successful applicants)**

<b>Strand</b>	<b>Total: unweighted (per cent)</b>	<b>Total: weighted (per cent)</b>	<b>Private: unweighted (per cent)</b>	<b>Private: weighted (per cent)</b>	<b>Third sector (direct): unweighted (per cent)</b>	<b>Third sector (direct): weighted (per cent)</b>	<b>Third sector (supported): unweighted (per cent)</b>	<b>Third sector (supported): weighted (per cent)</b>	<b>Graduate (percent): unweighted</b>	<b>Graduate (percent): weighted</b>
	<b>100</b>	<b>100</b>	<b>63.4</b>	<b>81.6</b>	<b>13.4</b>	<b>7.8</b>	<b>17.1</b>	<b>8.3</b>	<b>6.1</b>	<b>2.3</b>
<b>Age</b>										
Under 19	20.2	18.2	12.6	14.3	2.2	1.2	5.4	2.7	0.0	0.0
19-21	37.3	41.1	23.7	34.5	4.5	2.9	7.6	3.4	1.5	0.5
22+	42.5	40.7	27.1	32.8	6.7	3.7	4.2	2.4	4.5	1.8
<b>Gender</b>										
Male	60.0	58.9	37.0	48.1	7.6	4.4	11.4	5.2	4.0	1.3
Female	40.0	41.1	26.4	33.4	5.9	3.5	5.7	3.0	2.0	1.0
<b>Region</b>										
North Wales	27.4	19.9	13.1	14.1	5.5	2.4	6.6	2.9	2.2	0.5
West Wales	18.8	25.3	10.8	20.5	3.4	2.4	3.2	1.8	1.5	0.7
South Wales	53.8	54.8	39.5	46.9	4.5	3.0	7.4	3.7	2.4	1.2
<b>Status</b>										
Completed	53.3	58.7	30.9	46.2	7.6	4.9	13.4	6.7	1.3	0.8
Current	31.9	27.9	22.5	24.5	3.0	1.0	3.2	1.3	3.2	1.0
Transition	14.8	13.4	9.9	10.8	2.9	2.0	0.5	0.3	1.5	0.3

Source: Ipsos MORI

Please note that figures may not add to 100 per cent due to rounding.

**Table B.4: Weighting (unsuccessful applicants)**

Strand	Total: unweighted (per cent)	Total: weighted (per cent)	Private and third sector <sup>5</sup> : unweighted (per cent)	Private and third sector <sup>6</sup> : weighted (per cent)	Graduate: unweighted (per cent)	Graduate: weighted (per cent)
	100	100	92.5	93.7	7.5	6.3
<b>Age</b>						
Under 19	15.3	29.2	15.3	29.2	0.0	0.0
19-21	41.1	41.0	39.6	29.0	1.5	2.0
22+	43.6	29.7	37.6	25.4	6.0	4.3
<b>Gender</b>						
Male	61.2	61.0	56.2	57.7	5.0	3.3
Female	39.3	39.0	36.3	36.0	2.5	3.0
<b>Region</b>						
North Wales	19.4	14.9	17.4	13.9	2.0	1.0
West Wales	17.9	19.5	15.8	17.6	2.2	1.7
South Wales	56.6	58.9	53.2	55.3	3.3	3.6

Source: Ipsos MORI

Please note that figures may not add to 100 per cent due to rounding.

<sup>5</sup> It was not possible to separate the private and third sector strands for unsuccessful applicants, because most young people had applied for jobs in both strands.

<sup>6</sup> It was not possible to separate the private and third sector strands for unsuccessful applicants, because most young people had applied for jobs in both strands.

**Table B.5: Weighting (employers)**

Strand	Total: unweighted (per cent)	Total: weighted (per cent)	Private: unweighted (per cent)	Private: weighted (per cent)	Third sector (direct): unweighted (per cent)	Third sector (direct): weighted (per cent)	Third sector (supported): unweighted (per cent)	Third sector (supported): weighted (per cent)	Graduate: unweighted (per cent)	Graduate: weighted (per cent)
	<b>100</b>	<b>100</b>	<b>65.0</b>	<b>79.7</b>	<b>12.5</b>	<b>6.9</b>	<b>10.7</b>	<b>9.6</b>	<b>11.9</b>	<b>3.8</b>
<b>Size</b>										
0-9	56.1	61.6	44.5	56.1	5.8	3.7	0.0	0.0	5.8	1.8
10+	40.9	35.1	20.4	24.1	6.7	3.5	7.6	5.8	6.1	1.8
Unknown	2.7	3.4	0.0	0.0	0.0	0.0	2.7	3.4	0.0	0.0
<b>SIC</b>										
Services	53.7	51.8	37.2	44.5	8.8	4.6	0.0	0.0	7.6	2.7
Production	13.7	12.5	9.5	11.3	0.0	0.0	0.0	0.0	4.3	1.2
Unknown	32.6	36.3	18.3	24.4	3.7	2.4	10.7	9.5	0.0	0.0
<b>Region</b>										
North Wales	24.1	21.0	13.7	16.2	3.0	1.8	3.7	2.4	3.7	0.9
West Wales	20.4	20.9	12.2	16.5	4.0	1.8	1.8	1.5	2.4	1.2
South Wales	51.8	54.0	39.0	47.3	5.5	3.4	1.5	1.5	5.8	1.8
Unknown	3.7	4.0	0.0	0.0	0.0	0.0	3.7	4.0	0.0	0.0

Source: Ipsos MORI

Please note that figures may not add to 100 per cent due to rounding.

## In-depth interviews

B.16 The evaluation consulted with stakeholders involved in the running of JGW, including Careers Wales Representatives; Welsh Government representatives (for example those with a contract management role of the Managing Agents, policy and strategic representatives and WEFO representatives); representatives from Managing Agents; Jobcentre Plus representatives; key management and strategic representatives that lead on each of the programme strands; and other key stakeholders directly/indirectly involved in the programme. In total 34 consultations with stakeholders were conducted.

B.17 The evaluation also conducted depth interviews over the phone with young people participating in the programme and who were unsuccessful in their applications, as well as line managers from employers who have had involvement in the programme (in particular to capture any substitution effects). In total, 22 interviews were conducted with successful applicants and four with unsuccessful. We also conducted 20 interviews with employers. Both of these are broken down by strand in the tables below.

**Table B.6: Young people qualitative interviews**

Strand/ Type	Quota	Achieved
Private sector	7	10
Third sector (direct)	3	1
Third sector (supported)	2	2
Graduate	3	2
Self-employment	5	7
Unsuccessful applicants	5	4

Source: Ipsos MORI

**Table B.7: Employers qualitative interviews**

Strand	Quota	Achieved
Private sector	14	14
Third sector	3	3
Graduate	3	3

Source: Ipsos MORI

B.18 The evaluation also conducted case study depth interviews with young people participating in the programme, employers of young people and mentors from Managing Agents. These were conducted with the young person, line manager

and mentor<sup>7</sup> involved in each job in order to gain a fuller understanding of the circumstances of the job. In total five case studies have been conducted.

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<sup>7</sup> In some cases, the mentor could not be reached and a substitute was used (usually another employee of the MA) who had some knowledge of the young person in question.

## **Annex C – Technical appendix for impact evaluation**

### **Introduction**

C.1 This technical appendix explains the methodology used for the Jobs Growth Wales (JGW) impact assessment.

### **Sample matching and analysis**

C.2 The sample consisted of 595 successful applicants (hereafter referred to as 'treatment group') on the JGW programme and 603 unsuccessful JGW applicants (hereafter referred to as 'comparison group').

C.3 The impact assessment analysis compares the outcomes of the target population for the survey (all successful JGW applicants) with a group of similar individuals. In order to do this, a comparison sample was constructed. Although the comparison group was chosen to be similar to the successful applicants, there were some noticeable differences (as shown in Table C.2). A major difference was that a large number of the comparison group had applied to JGW just a few weeks before the interview (the treatment group were less recent in general). The analysis started by excluding the most recent applicants in the comparison group (a total of 42 were excluded altogether). The next step was to use propensity score matching to ensure the comparison group matched the treatment group.

C.4 Propensity score matching is an approach which matches respondents in the treatment group with those in the comparison group having similar characteristics when measured on a range of matching variables. Variables should be considered for matching if they influence the likelihood of participation in the programme and the outcomes to be analysed. Variables can only be included if they are unaffected by the decision to be included in the programme. The variables used in the matching are listed in Table C.1.



**Table C.1: Variables used in matching**

<p><b>Geographical variables</b></p> <p>ACORN category</p> <p>Unemployment level in respondent's Output Area</p> <p>Proportion of home-owners in respondent's -Output Area</p>
<p><b>Demographic variables</b></p> <p>Age</p> <p>Gender</p>
<p><b>Attitudinal variables – Indicators of:</b></p> <p>Whether respondent agreed it was important to earn their own money</p> <p>Whether respondent felt they were happier in paid work</p> <p>Whether respondent felt it is normal to be out of work</p>
<p><b>Variables about respondent's status before applying to JGW</b></p> <p>Date on which the respondent first applied to JGW</p> <p>Whether respondent was unemployed, in education, working full-time, working part-time</p> <p>Whether respondent had a degree</p> <p>Whether respondent's main income came from savings</p> <p>Whether respondent's main income came from earnings</p> <p>Whether respondent's last job was elementary (unskilled)</p>
<p><b>Variables about the respondent's childhood</b></p> <p>Whether brought up by a couple</p> <p>Whether lived with siblings as a child</p> <p>Whether respondent's parents were mainly in paid work as a child</p>

Source: Ipsos MORI

### Details of the matching

C.5 Matching was performed in Stata 12 using the programme `psmatch2`<sup>8</sup>. Two age-groups, 16 to 20 year-olds and over 21-year-olds were matched separately<sup>9</sup>. Logistic regression models were fitted, with the dependent variable being the binary indicator of whether the respondent was in the treatment group, and the explanatory variables the variables in Table C.1<sup>10</sup>. The data were matched on the predicted probability of being in the treatment group. Kernel matching using the Epanechnikov kernel was used<sup>11</sup>.

<sup>8</sup> E. Leuven and B. Sianesi. (2003). "PSMATCH2: Stata module to perform full Mahalanobis and propensity score matching, common support graphing, and covariate imbalance testing". <http://ideas.repec.org/c/boc/bocode/s432001.html>. This version 4.0.5.

<sup>9</sup> This ensured that 16 to 20 year-olds in the treatment group were matched with 16 to 20 year-olds in the comparison group, and over 21-year-olds in the treatment group were matched with over-21-year olds in the comparison group.

<sup>10</sup> Some of the variables were excluded for each regression. For example, "has a degree" was used in matching the over-21 age-group, but was not used in the matching of the 16 to 20 year-old group.

<sup>11</sup> When members of the comparison group are matched with a member of the treatment group they are assigned a weight depending on their distance apart. Thus, a function relating weight to distance

C.6 Propensity score matching can fail to match some respondents in the treatment group who are very different from the comparison group (the *lack of common support* problem). When this occurs it is usual to omit these individuals from the analysis. Because the two groups started off reasonably closely matched, only four respondents were omitted because they were outside the area of common support.

C.7 Table C.2 shows the effects of the matching. It displays:

- the unweighted proportion of JGW respondents in each category
- the weighted proportion of comparison group respondents in each category
- the difference in proportions
- the unweighted proportion of comparison group respondents in each category

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must be defined. The Epanechnikov kernel defines the weight to be a multiple of  $(1 - x^2)$  where  $x$  is between -1 and 1. A person one unit or more away is given a weight of 0, whereas those a distance of less than one unit away are given a positive weight.

**Table C2: The effects of matching the treatment and comparison groups**

Variable	Description	Category	JGW group – un-weighted	Comparison group – matched	Difference	Comparison group – un-matched
Age	Age	U17	3.6	3.5	0.0	5.1
		18	6.9	7.7	-0.8	6.8
		19	11.2	9.9	1.3	11.6
		20	11.7	12.2	-0.5	13.9
		21	12.4	13.1	-0.8	12.9
		22	19.5	19.4	0.0	14.8
		23	17.9	17.7	0.3	16.1
		24	12.4	11.8	0.5	9.8
		25	4.6	4.6	0.0	9.0
ACORN	ACORN Category	Wealthy Achiever	17.6	18.1	-0.5	13.5
		Urban Prosperity	2.3	3.4	-1.1	2.0
		Comfortably Off	27.8	29.5	-1.8	25.1
		Moderate Means	40.9	41.2	-0.2	46.0
		Hard Pressed	11.4	7.8	3.6	13.3
Sex	Sex	Male	59.2	60.1	-0.8	60.7
		Female	40.8	39.9	0.8	39.3
Attitudinal	Important to earn money	Strongly Agree/Agree	93.6	93.8	-0.2	90.9
		Neither agree nor disagree	4.4	4.1	0.3	6.3
		Strongly Disagree/Disagree	2.0	2.1	-0.1	2.8
	Happier in work	No	12.9	12.6	0.2	19.1
		Yes	87.1	87.4	-0.2	80.9

Variable	Description	Category	JGW group – un-weighted	Comparison group – matched	Difference	Comparison group – un-matched
	Normal to be out of work	Strongly Agree	21.7	19.3	2.3	21.7
		Neither agree nor disagree	58.9	63.1	-4.2	62.2
		Strongly Disagree	19.5	17.6	1.9	16.1
	Not enough vacancies	Strongly Agree	53.6	50.9	2.8	57.0
		Neither agree nor disagree	27.6	29.8	-2.2	24.2
		Strongly Disagree	18.8	19.3	-0.5	18.7
Main income before JGW	(Multicode)	Earnings	25.5	25.3	0.2	17.2
		Savings	21.7	21.3	0.4	16.4
		A State Benefit	51.8	54.8	-3.1	58.5
		None	2.4	3.5	-1.1	3.8
Qualifications		Up to GCSE	24.5	26.4	-1.9	30.2
		Vocational/ A-level	43.3	41.0	2.3	46.6
		Degree	32.1	32.6	-0.4	23.2

Source: Ipsos MORI. Please note that the 'Difference' column will not always equal the difference between the unweighted JGW group and the matched comparison group due to rounding.

C.8 Table C.2 shows that the matching has improved the match on the variables. For example, pre-matching 23 per cent of the comparison group had a degree, compared to 32 per cent of the treatment group. This increased so that after matching the two groups both had 32 per cent of degree holders.

### **Estimation of impact**

C.9 To measure the impact of the programme, variables measuring elements such as respondents' time in work since they first applied to the programme, their average weekly hours of work and average weekly earnings were derived. These variables were self-reported and as they were derived using answers from the questionnaire they are subject missing values and other forms of measurement error. Missing values occurred when, for example, a respondent reported having had more than one job over the period covered by the interview, but reported earnings for only one of them, or when they withheld information about the earnings, or hours of a job. When this occurred, imputation was used to fill in missing values. A total of fifteen variables had missing values imputed using the method of Imputation by Chained Equations (ICE)<sup>12</sup>. Most had just a small number of values missing. Cases where the respondent reported having had more than one job but reported full information on only one of them were those with the most missing. ICE, which is based on the assumption that data is missing at random, imputes using information on correlated variables and is therefore likely to be more accurate than simpler imputation methods.

C.10 The impact on any *single* respondent in the treatment group is estimated by the difference between that individual's measurement and the weighted mean measurement of the group they were matched with. Of interest is the Average Treatment Effect on the Treated (ATET). This is a measure of the impact of JGW on all participants. It is simply the mean of the individual impacts. A straight mean was used rather than including any additional population weights when calculating this figure. This is because the aim of the analysis was to estimate the impact (the final column of Table C.3) by comparing the outcomes

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<sup>12</sup> See reference for further information: Azur, M.J. et al (2011), Multiple Imputation by Chained Equations: What is it and how does it work?, International Journal of Methods in Psychiatric Research, Vol. 20, Issue 1, p. 40-49, March 2011, <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3074241/>

of the treatment and the comparison group rather than analysing outcomes of each group individually. Adding additional population weights could be sensitive to the cases dropped due to date of application and lack of common support mentioned above.

**Table C.3: Estimated impact**

<b>Variable</b>	<b>JGW</b>	<b>Weighted comparison group</b>	<b>Estimated impact</b>
Proportion of time employed or in education	91.2%	65.9%	25.3
Proportion of time in work (all participants)	89.8%	58.8%	31.0
Proportion of time in work (participants who completed their six month job opportunity only)	81.6%	59.1%	22.5
Proportion of time in work since application	73.6%	46.8%	26.9
Current average weekly hours	31.86	18.81	13.05
Prop. of time on benefits since application	13.5%	18.3%	-4.8%
Average weekly earnings <sup>13</sup> since application	£200.97	£134.10	£66.87
Number of weeks in employment since application	29.56	21.63	7.93
Total hours in employment	942.80	599.98	342.82
Total months on benefit	1.43	1.60	-0.17
Total earnings since application	£8,822.62	£6,473.78	£2,348.84

<sup>13</sup> This is the total earnings divided by the number of week since application, rather than the total earnings divided by the number of weeks in employment.

## Annex D – Detailed Methodological Limitations

Methodological limitation	Detailed description and impact on evaluation
<i>Completeness of the management information</i>	<p>The management information (MI) about programme participants held by the WG was incomplete. As the WG database was not ready to use when JGW was launched in April 2012, at the time when it became operational, managing agents (MAs) had to manually upload records that had been kept on Excel spreadsheets. MAs had not finished uploading the records of all successful applicants, including early leavers, at the time the samples were provided for this research on 1 August 2013, and this may have been a cause of the data being incomplete. The WG was not in a position to confirm how many records were missing at the point available data was delivered. The WG is in the process of updating its database to ensure it contains records of all successful applicants to JGW jobs. This will build the basis of further analysis conducted as part of the final evaluation.</p> <p>Incomplete participant data has a number of implications for the quality of this evaluation. The analysis of the management information will not provide an accurate picture of the profile of all programme participants. It is possible that there is a link between the performance of MAs in filling jobs and the number of records uploaded onto the database. This may also mean that those records missing from the database may represent a population of young people who had more negative experiences of the programme. Furthermore, non-response bias in the surveys may not have been corrected in the right way through the process of weighting the data, as the weighting factors were based on the incomplete population profile.</p> <p>At the time the destinations data was provided to Ipsos MORI, although all MAs had submitted aggregate destinations data to the WG, individual data could not be supplied for a large proportion of young people in Ipsos MORI's sample because it was still in the process of being entered onto the database. The WG is working to resolve this. This hindered the ability to assess the programme's performance, as analysis of destinations could only be carried out for those who completed the survey and not for the entire population.</p>
<i>Financial data incomplete</i>	<p>A value for money analysis was not feasible at this stage due to a lack of accessible information on the financial resources absorbed by the scheme on the data system at the time the analysis would have been conducted. However, a formal cost benefit analysis will be conducted as part of the final evaluation.</p>
<i>Quality of the management information</i>	<p><b>Participant consent to share:</b> Upon being successful in their application to JGW, applicants are asked consent for their data to be shared and used in three different ways (not conditional to participating in the programme), one of which related to sharing data for the purposes of the evaluation. However, the database only has one field for consent, so if a young person does not give consent to use their data for just one of the purposes, they are entered on the database as not giving consent overall. Therefore a number of young people who gave consent for their data to be used for the purpose of evaluating the programme were excluded from the survey sampling frame because this was not captured in the MI. In order to rectify this, fields for each of the three types of consent should be inserted in the database.</p> <p>Personal data, including name and contact details of the participants, was provided to Ipsos for the survey work for only those participants who gave their consent to all consent questions. This resulted in the</p>

Methodological limitation	Detailed description and impact on evaluation
	<p>personalised data the evaluation team was able to include in the survey sampling frame being reduced by about one third.</p> <p><b>Telephone numbers:</b> Telephone numbers were not entered into the records of five per cent of the successful applicants, excluding them from the survey as this was conducted by telephone. Moreover, a further 16 per cent of those selected to participate in the survey had incorrect phone numbers, meaning that the response rate was lower than anticipated. While it is possible to correct for this in part through weighting (this is described in detail in Annex D), the impact of this could be reduced by making phone numbers mandatory on the database, and including a verification that the correct number of digits have been entered.</p> <p><b>Third sector supported employers:</b> Employers participating in the third sector supported strand of the programme were not listed on the database; instead, the MAs were listed as the employers. It is important for the evaluation that details of the organisations where young people worked are available so that they can be contacted about their experiences of the programme. In order to obtain this data, Ipsos MORI requested that the WG contact the WCVA, which delivered this strand at the time, to contact their subcontractors to get the employers' details, resulting in delays in the fieldwork for this element of the evaluation.</p> <p><b>Standard Industrial Classification (SIC) code for employers:</b> The SIC code for the employers, allowing for categorisation of employers into different sectors and thus ensuring a representative sample of these, only existed for a minority of employers. Incomplete SIC data limited the ability to ensure the sample of employers was representative of the total population of employers participating in JGW, and sectoral analysis of the programme. While we were able to match this data in from other publicly-available data sources using the company name, the match rate was poor because the matching process was based on data such as the company name and address, which are not unique identifiers and therefore do not allow exact matches in all cases. This process could have been improved by collecting the Companies House Registration Number (CHRN) (a unique number for all businesses in the UK) from businesses at the point of registering their details with the managing agents.</p> <p><b>Formatting of the sample:</b> For every job that was filled on the programme a new record was created in the database. However, this meant that the same employer was listed in the database several times, sometimes with slightly different names or company details, for example size of organisation and SIC code. A solution to this could be including the option to "Add employer", where an employer can be entered, then selected from a drop-down menu and other details automatically added.</p> <p><b>Identifying the mentor:</b> Details of each young person's mentor (name and telephone number) are not included in the management information. These details were needed for conducting research with the mentors as part of the case studies, providing detailed, triangulated insight into a small number of jobs by interviewing a young person, their mentor and their employer. This information would be a 'nice-to-have' as it would reduce the amount of time it would take to contact mentors</p>

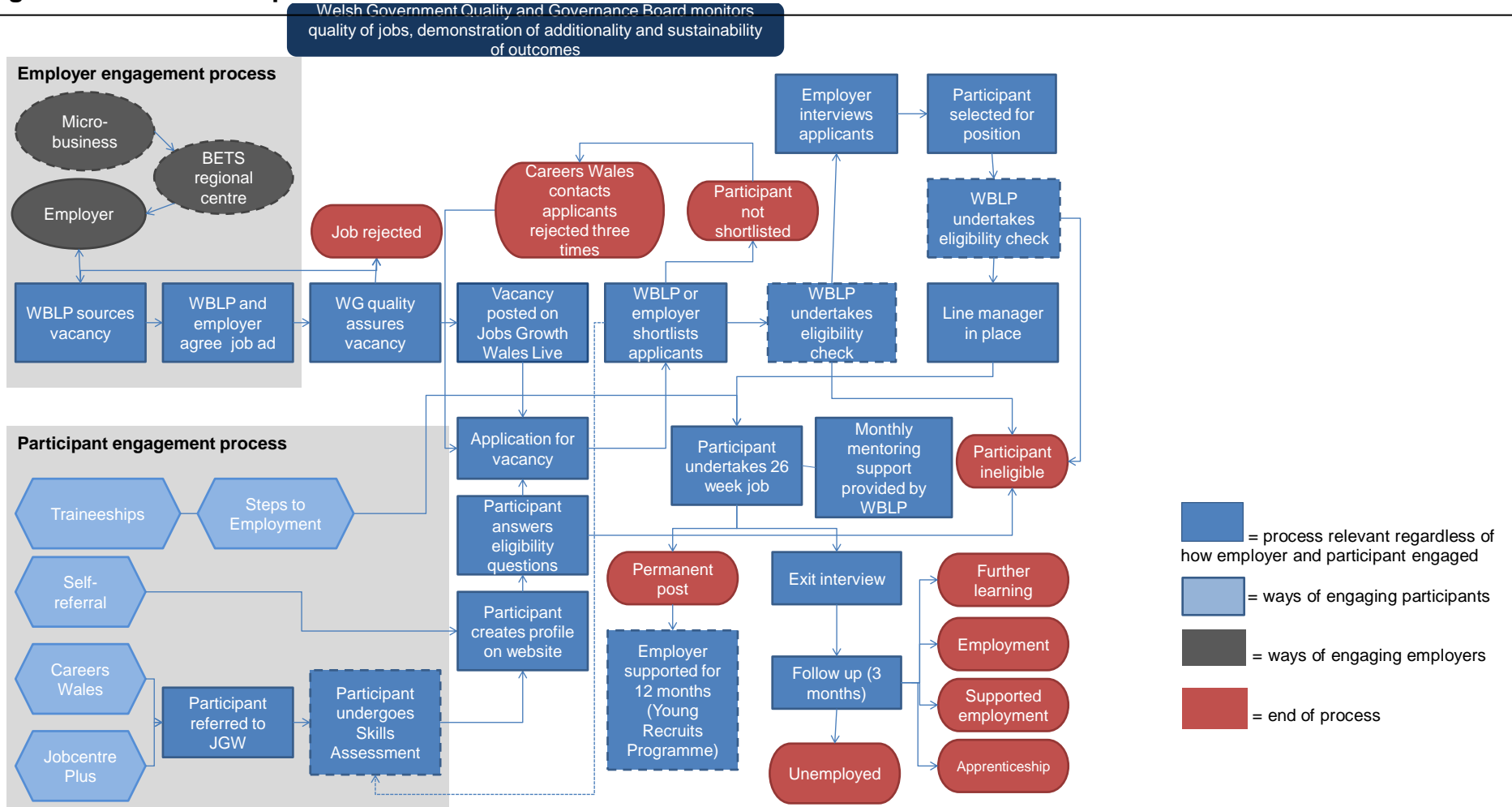


Methodological limitation	Detailed description and impact on evaluation
	<p>by eliminating the need to contact the central MA contact to request these details.</p> <p><b>Duplicate applicants in the Careers Wales database:</b> The MI pertaining to all applicants to JGW jobs (not just those who were successful) was obtained from the Careers Wales database. This database was used to build the sampling frame for the survey of unsuccessful applicants to JGW (used as a comparison group to conduct the analysis of the impact of the programme). JGW applicants could create multiple accounts on the JGW website (hosted by Careers Wales) using different email addresses, and therefore appeared in the MI more than once. Duplicates had to be identified by using their personal details such as name and date of birth, as the only unique identifier available was the ID of the user account. This is an imperfect solution as some duplicates are likely to have been missed. It is recommended that more checks be put in place at the point of registration to ensure the same individual is not creating multiple accounts.</p> <p><b>Careers Wales MI addresses not in standardised format:</b> Unlike the database for participants, JGW applicants were not required to input their addresses in a standardised format when they registered on the site. For example, unitary authority was not a fixed field where applicant selected from a list. This meant that some unitary authorities were in fact cities and some were incomplete. It is important to have complete address information to ensure that the sample selected is representative of the population of unsuccessful applicants, and so that unsuccessful applicants can be matched with JGW participants for the impact analysis. This led to additional cost for the evaluation team to complete the missing information, and the information was unable to be completed in seven per cent of records. This affected the robustness of the sampling technique which aimed to ensure coverage by region in Wales. It is recommend that unitary authority be filled in from a standardised drop-down list when registering on the JGW website. Furthermore, a small number of addresses outside of Wales were identified, despite the fact that the applicant would have to live in Wales to be eligible for the programme. A check for this should be put in place so that applicants living outside of Wales are not allowed to register on the site.</p>
<i>Selection bias</i>	<p>The most robust approach to impact evaluation is the randomised control trial (RCT). This involves random assignment of treatment (in the case of JGW, a funded job opportunity) across the eligible group. Clearly, this is not a feasible evaluation approach in this case: participants self-select to be considered for treatment (through applying for a JGW vacancy), while employers choose participants from the pool of available applicants. However, an alternative comparison approach can still be used, where programme participants are compared to a non-treatment group which has not been randomly selected.</p> <p>The processes involved in participants obtaining a JGW job (young people applying for vacancies and then being selected by employers from a pool of applicants) are highly likely to be non-random, but only present an issue for evaluation if this non-randomness is likely to bias findings in some way. This selection bias will occur when the choices made by participants and employers are correlated with the outcomes of interest (probability of finding work and productivity once in employment). The two selection processes involved arguably have the</p>

Methodological limitation	Detailed description and impact on evaluation
	<p data-bbox="550 232 1257 259">potential to generate this type of bias in opposite directions:</p> <ul style="list-style-type: none"> <li data-bbox="550 309 1404 584">▪ <b>Participants' choice to apply:</b> JGW vacancies are temporary and tend to be remunerated at lower wages than 16 to 24 year olds can command on average in the Welsh economy overall. This may make them less attractive than other vacancies available in the labour market and attract jobseekers that are less able to compete in the open labour market. If comparisons were made against a representative sample of job-seeking and job-ready young unemployed people, these factors would likely place a downward bias on impact estimates.</li> <li data-bbox="550 591 1404 775">▪ <b>Employers' choice of applicant:</b> At the same time, employers choose participants from the pool of applicants for the relevant vacancies. If employers choose those applicants who are most likely to be productive in employment, then this may bias results in the opposite direction: participants could be those most likely to obtain employment without intervention.</li> </ul> <p data-bbox="550 824 1404 880">The techniques used to address these biases are discussed in further detail in Annex E.</p>
<i>Lack of comparison data for employers</i>	<p data-bbox="550 898 1404 1167">It is likely that there is also an element of selection bias in the employers who choose to recruit through JGW. There was insufficient funding available for a comparison approach to be used to analyse the impact of JGW on employers. The assessment of impact on employers therefore relies on self-reported data from employers, which is less robust. Data that is self-reported is subject to over-claim, where the individual overestimates the impact the programme has had on them, and social desirability bias, where respondents give answers they believe the interviewer would like to hear.</p>

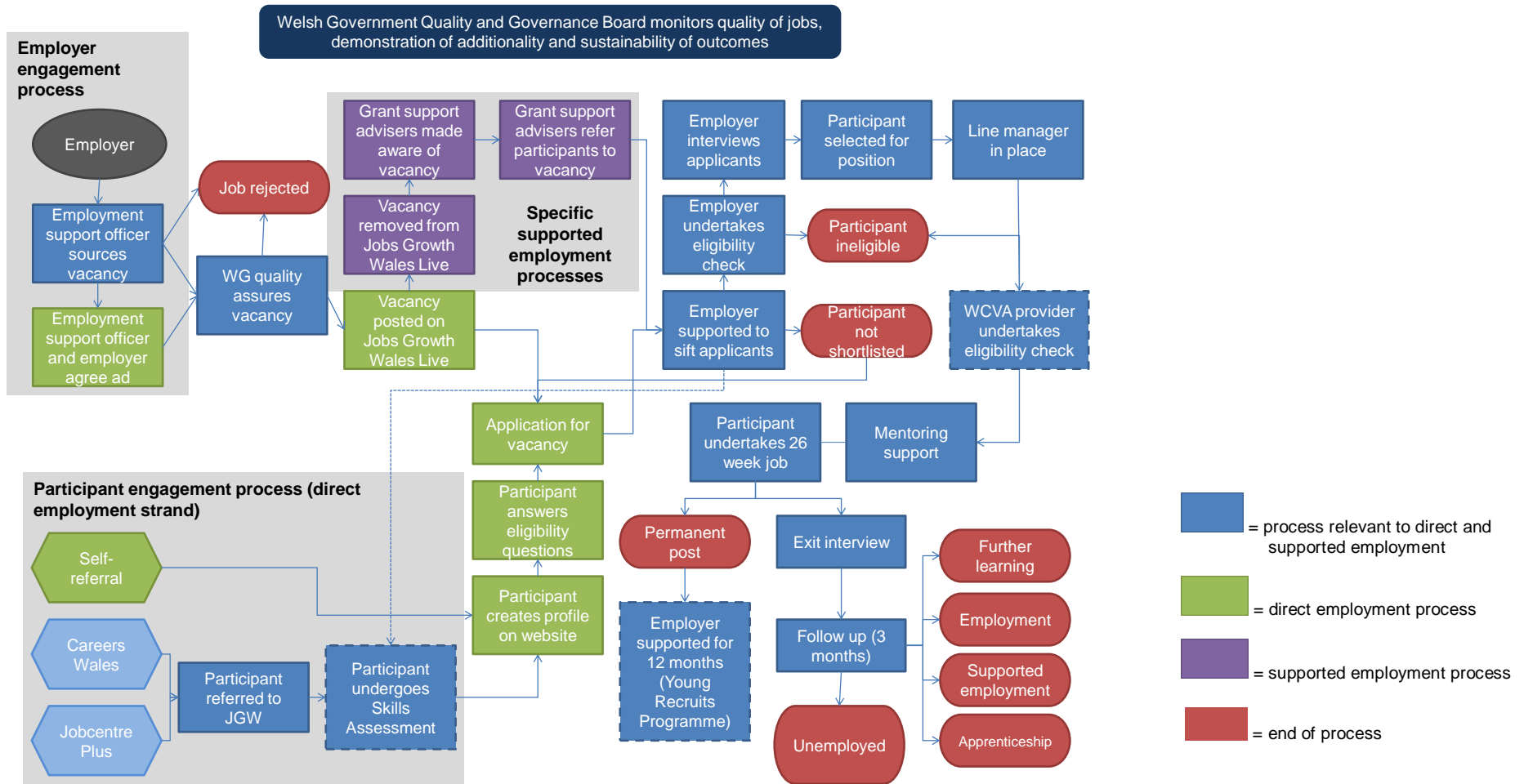
## Annex E – Process diagrams by strand

### Figure E.1: Process map – Private Sector



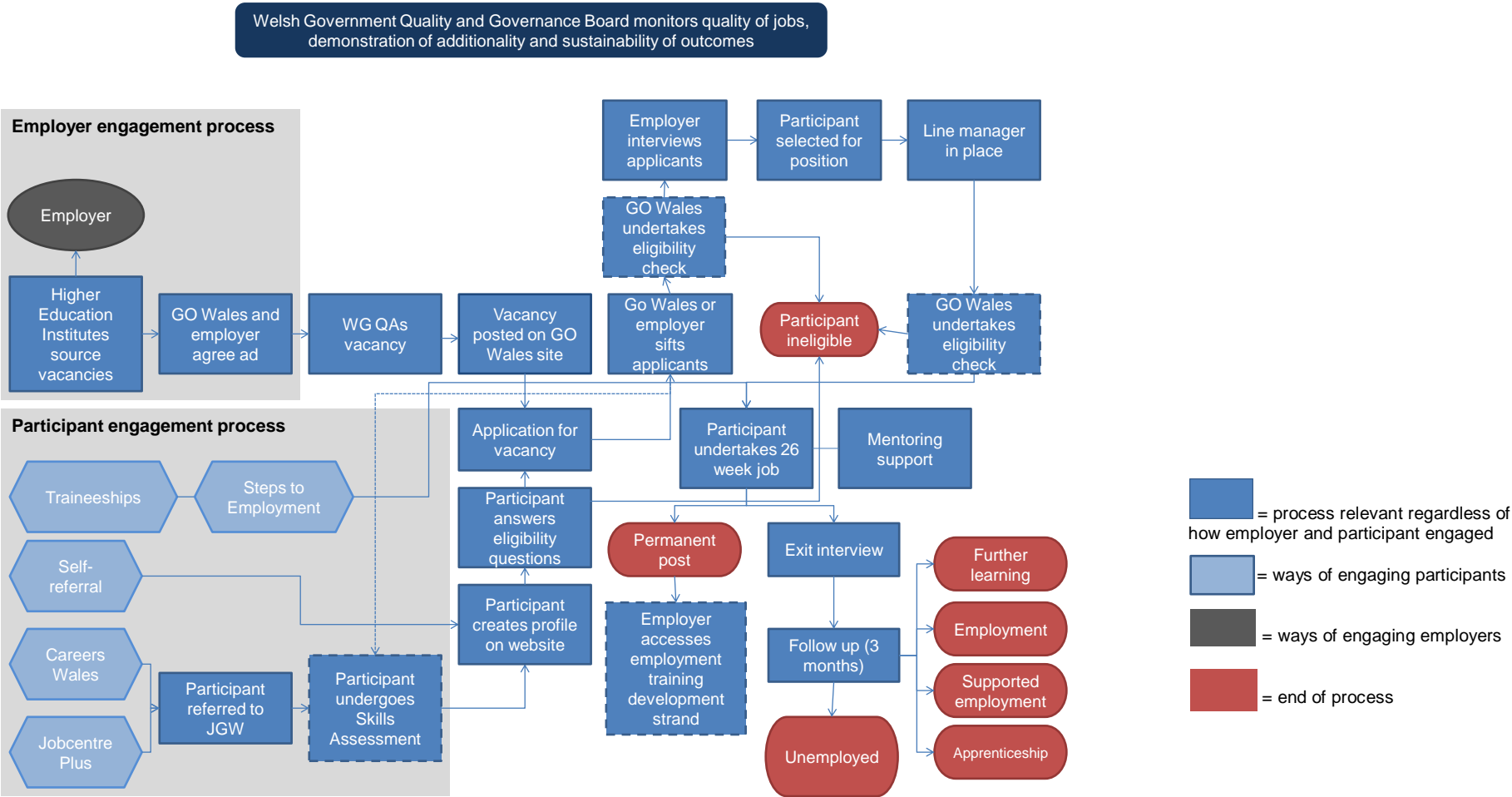
Source: Ipsos MORI

**Figure E.2: Process map – Third Sector**



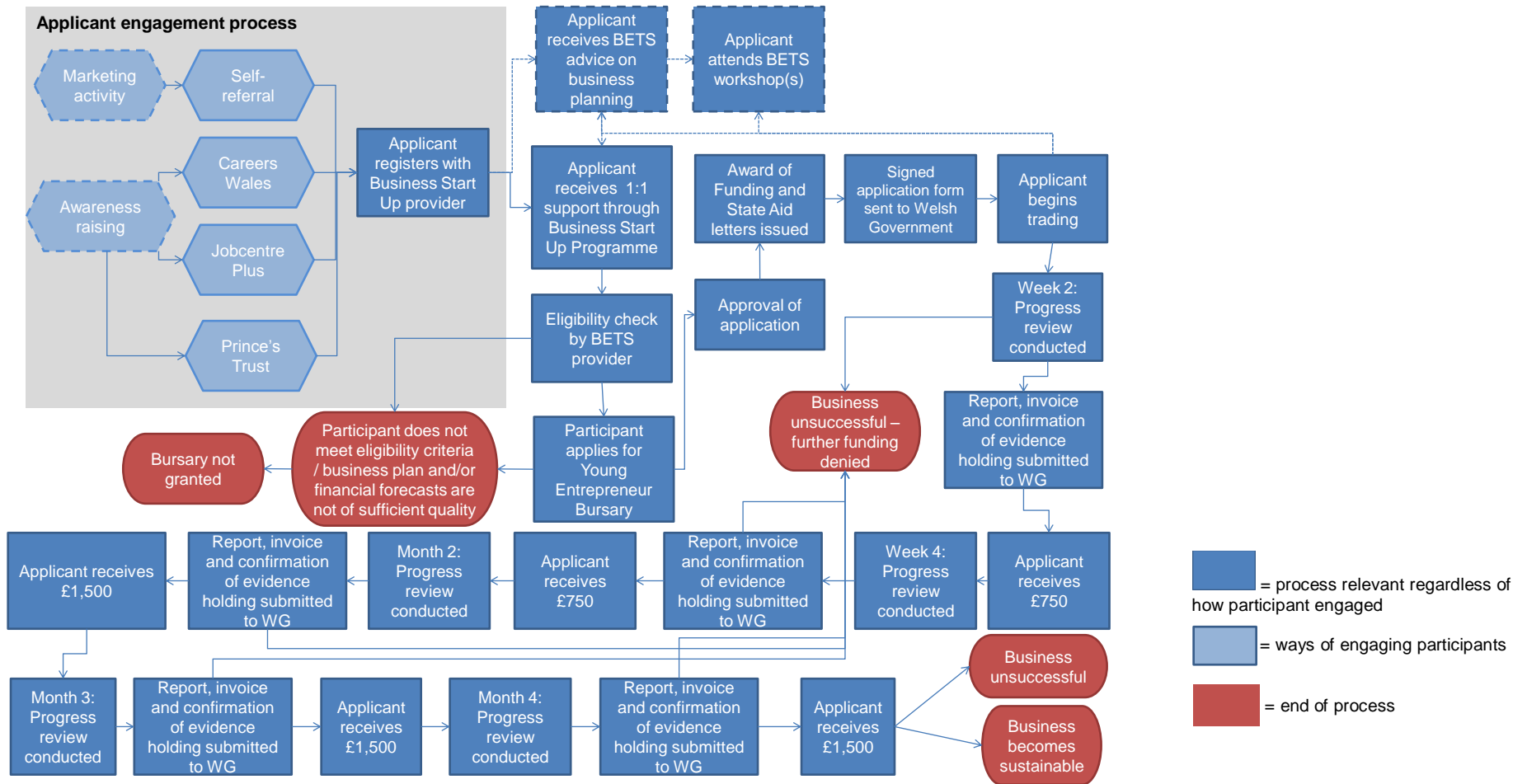
Source: Ipsos MORI

**Figure E.3: Process map – Graduate Strand**



Source: Ipsos MORI

**Figure E.4: Process map – Self-employment**



Source: Ipsos MORI

## Annex F – Research Tools

### Young person survey – successful applicant (treatment group)

#### Introduction and confidentiality

Ask for named respondent.

**Good morning, afternoon, evening. My name is ..... from Ipsos MORI, the research organisation, and we are carrying out an evaluation for the Welsh Government about Jobs Growth Wales.**

**S1a. Our records show that you obtained a job at [INSERT ORGANISATION NAME] through Jobs Growth Wales, which you started on [INSERT START DATE]. Can I confirm that these details are correct?**

*If incorrect dates, please make a note of the correct dates. If the person did not obtain a job through Jobs Growth Wales, please thank and close.*

**S1b. Did you work the full period of the temporary job, or leave the job early?**  
DO NOT READ OUT. SINGLE CODE ONLY.

Yes – worked the full period	1
No – left the job in the last two weeks	2
No- left the job earlier than the last two weeks	ROUTE TO Q62

**Your views are very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work.**

**The interview will take 15-20 minutes.**

**I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for research purposes only. It will not be possible to identify any particular individual in the results.**

ASK ALL

**S2. Are you happy to conduct the interview in English, or would you prefer to do so in Welsh? DO NOT READ OUT. SINGLE CODE**

English – continue	1
Welsh – book appointment	2

ASK ALL

**S3. What was your age last birthday?**

DO NOT READ OUT. SINGLE CODE

16	1
17	2
18	3

19	4
20	5
21	6
22	7
23	8
24	9
25 or over	10

**Section A: Background Prior To First Jobs Growth Wales Application**

**READ OUT: We would like to begin with a few questions about your circumstances at the time you made your first application for a Jobs Growth Wales job.**

ASK ALL

**Q1a. At the time you made your first application for a Jobs Growth Wales vacancy, what was your working status? Were you ....**

READ OUT.

<b>Looking for work / unemployed- SINGLE CODE</b>	1
<b>In part-time education- MULTICODE WITH 4/5</b>	2
<b>In full-time education- MULTICODE WITH 4/5</b>	3
<b>Working part time (less than 16 hours per week)- MULTICODE WITH 2/3</b>	4
<b>Working part time (16-29 hours per week)</b>	5
<b>Working full-time (30 or more hours per week)- MULTICODE WITH 2/3</b>	6
Other (specify): (DO NOT READ OUT)	7
Refused (DO NOT READ OUT)	8

ASK ALL

**Q2. How many months had you been looking for work before you made your first application for a Jobs Growth Wales vacancy?**

READ OUT. SINGLE CODE ONLY.

Less than a month	1
One to less than two months	2
Two to less than three months	3
Three to less than six months	4
Six to twelve months	5
More than twelve months	6
Don't know	7

**Q3a. And how many hours per week on average did you spend looking for work?**

DO NOT READ OUT. CODE TO LIST. SINGLE CODE ONLY.

Less than 2 hours per week	1
2 to 5 hours per week	2
6 to 10 hours per week	3
11 to 20 hours per week	4
More than 20 hours per week	5
It varies week to week	6



Don't know/can't remember	7
---------------------------	---

**Q3b. What challenges were you facing in finding work? DO NOT READ OUT. MULTICODE OK.**

**PROBE FULLY: What other challenges were you facing?**

Employers were not recruiting new staff	1
There were not enough jobs near where I live	2
The type of job I was looking for/am qualified for was not in my area	3
There was too much competition for the jobs available	4
I did not have enough experience	5
I did not have the right qualifications	6
I did not have the right skills to do the jobs that are available	7
It was too expensive to travel to work	8
I did not know how to write a good CV and covering letter	9
I could not find jobs I was interested in	10
I did not feel confident in interviews	11
Frustration/demotivating not to hear back from jobs applied for	12
It was difficult because of my disability/ill-health	13
Other (specify)	14
Don't know	15

ASKALL

**Q6. Approximately how much time had you spent in READ OUT a) to d), by the time of your first application for a Jobs Growth Wales vacancy?**

- a) Full-time paid work or Apprenticeship (30 hours per week or more)
- b) Part-time paid work or Apprenticeship (less than 30 hours per week)
- c) Unpaid or paid work placements/internships
- d) Unpaid volunteer roles

ENTER 999 IF DON'T KNOW/CAN'T REMEMBER

INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

ENTER NUMBER OF WEEKS, MONTHS OR YEARS DEPENDING ON PREFERENCE OF RESPONDENT

ASK IF Q6a OR Q6b > 0 OR 999

**Q7a. Thinking about the last paid job you held before applying for a Jobs Growth Wales vacancy, what did you do in that job?**

DO NOT READ OUT. SINGLE CODE ONLY.

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS.

PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME

<b>Elementary occupations</b> (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
<b>Process, plant and machine operatives</b> (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
<b>Sales and customer service occupations</b> (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
<b>Caring, Leisure and Other Service Occupations</b> (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
<b>Skilled trades occupations</b> (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
<b>Administrative and secretarial occupations</b> (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
<b>Associate professional and technical occupations</b> (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
<b>Professional occupations</b> (eg. doctors, nurses, midwives, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
<b>Managers, Directors and senior officials</b> (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
<b>Other: Specify</b>	10

ASK IF Q6a OR Q6b > 0 OR 999

**Q7b. Still thinking about the last paid job you held before applying for a Jobs Growth Wales vacancy, what did the firm or organisation you worked for mainly make or do? PROBE FULLY TO CODE TO SIC LEVEL 1.**

ASK ALL

**Q8. And at the time of your first application for a Jobs Growth Wales vacancy, what were your main sources of income? Were they ...?**

READ OUT. MULTICODE.

<b>Earnings from employment or self-employment</b>	1
<b>Savings</b>	2
<b>Child Benefit</b>	3
<b>Income Support</b>	4
<b>Tax Credits</b>	5
<b>Employment Support Allowance (ESA)</b> INTERVIEWER: This is for those who are ill/disabled and cannot work	6
<b>Jobseeker's Allowance (JSA)</b>	7

Universal Credit	8
Other State Benefits	9
Other kinds of regular allowance from outside the household	10
Other household income e.g. parent's or spouse's salary	11
Other sources (specify)	12
No source of income	13
Don't know	14

ASK IF CODE 3-8 AT Q8

**Q9. And for how many months had you been claiming benefits?**

ENTER NUMBER OF MONTHS. ENTER 0.25 FOR 1 WEEK, 0.5 FOR 2 WEEKS, 0.75 FOR 3 WEEKS AND 1 FOR FOUR WEEKS. ENTER 999 IF NOT APPLICABLE.

ASK ALL

**Q10. Please tell me which, if any, was the highest educational or professional qualification you had obtained at the time of your first Jobs Growth Wales application. Was it ...?**

READ OUT. SINGLE CODE ONLY.

GCSEs / O-levels / CSEs	1
Vocational qualifications (=NVQ1+2)	2
A-Levels or equivalent (=NVQ3)	3
Bachelor Degree or equivalent (=NVQ4-6)	4
Masters / PhD or equivalent (=NVQ7+8)	5
Other (specify)	6
No formal qualifications	7

## SECTION B: ENGAGEMENT WITH JOBS GROWTH WALES

READ OUT: These next questions are about your experiences of applying for a job through Jobs Growth Wales.

ASK ALL

**Q11. How did you first hear about Jobs Growth Wales?**

DO NOT READ OUT. SINGLE CODE.

<b>Jobcentre Plus:</b>	
From a Jobcentre Plus advisor	1
From the Jobcentre Plus website	2
<b>Careers Wales:</b>	
From a Careers Wales advisor	3
From the Careers Wales website	4
<b>GO Wales:</b>	
From a GO Wales advisor	5
From the GO Wales website	6
<b>Welsh Government:</b>	
Through the Welsh Government	7
Through another Welsh Government program (e.g.	8

Traineeships / Steps to Employment etc)	
<b>Employer:</b>	
From an employer	9
From an employer's website	10
<b>Other:</b>	
From a Communities First mentor	11
From the internet (general mention)	12
From a friend / parent	13
From a school careers advisor	14
Other advertising / leaflet	15
Other (specify)	16
Don't know	17

ASK ALL IN SAMPLE TYPES 1, 2 AND 4

**Q14. To what extent do you agree or disagree with the following statements?**

READ OUT. SINGLE CODE. RANDOMISE ORDER OF STATEMENTS. REVERSE SCALE.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion/ don't know
a) <b>It was easy to register on the [IF SAMPLE TYPE 1 OR 2 Careers Wales; IF SAMPLE TYPE 4 GO Wales] website</b>	1	2	3	4	5	6
b) <b>It was easy to use the website to search for vacancies</b>	1	2	3	4	5	6
c) <b>I found vacancies on the website that interested me</b>	1	2	3	4	5	6
d) <b>I found vacancies on the website I felt qualified for</b>	1	2	3	4	5	6
e) <b>I found lots of vacancies near where I live</b>	1	2	3	4	5	6
f) <b>The process of applying for vacancies was straightforward</b>	1	2	3	4	5	6
g) <b>It was easy to find vacancies that offered opportunities for career development</b>	1	2	3	4	5	6

ASK ALL

**Q15. How many Jobs Growth Wales vacancies did you apply for in total?**

WRITE IN NUMBER

SOFT CHECK IF OVER 50

INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

ASK IF Q15=1

SOFT CHECK: **Just to confirm, you only applied for one Jobs Growth Wales job and this is the job you got?**

ASK IF Q15 > 1

**Q16. How many of these applications led onto an interview?**

WRITE IN NUMBER

HARD CHECK: CANNOT BE MORE THAN Q15

SOFT CHECK IF OVER 25

INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

ASK IF Q16=1

SOFT CHECK: **Just to confirm, you had an interview for one Jobs Growth Wales job and this is the job you got?**

ASK IF Q16 > 1

**Q17. How many job offers did you receive?**

WRITE IN NUMBER

HARD CHECK: CANNOT BE MORE THAN Q16

SOFT CHECK IF MORE THAN 5 OR LESS THAN 1

ASK IF Q15 is 3 or more > Q16

**Q18. Did you receive any support or guidance from Careers Wales following an unsuccessful application, such as help with your CV or interview techniques?**

DO NOT READ OUT. SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT Q18

**Q19. How helpful, if at all, was this support in improving your job applications? Was it ...?**

READ OUT. SINGLE CODE. REVERSE.

<b>Very helpful</b>	1
<b>Fairly helpful</b>	2
<b>Not very helpful</b>	3
<b>Not at all helpful</b>	4
Don't know	5

## **SECTION C: EXPERIENCES OF JOBS GROWTH WALES JOBS**

READ OUT: **We would now like to ask you a few questions about the temporary, six-month job you found through Jobs Growth Wales.**

ASK ALL

**Q20b. Are you still doing your temporary job or has it come to an end?**

SINGLE CODE. DO NOT READ OUT

Yes – still on temporary job	1
No – it has come to an end	2
Don't know	3

SOFT CHECK THOSE WHO CODE 1 AT Q20b AND GIVE MONTH/YEAR SIX MONTHS AGO OR LONGER AT S1 (SCRIPTING: BACK EDIT Q20b IF NECESSARY)

**Q20c. Can I check you are still doing your temporary job?**

**DO NOT READ OUT. SINGLE CODE ONLY**

Yes – still on temporary job	1
No – it has come to an end	2
Don't know	3

INTERVIEWER: EXPLAIN TO RESPONDENT THAT IF THE JOB HAS BEEN EXTENDED/MADE PERMANENT THIS MEANS THEIR SIX MONTH JOB HAS COME TO AN END AND CODE 2 AS APPROPRIATE

ASK ALL

**Q21a. What [CODE 1 AT Q20b do; CODE 2 AT Q20b did] you do in the job you secured through Jobs Growth Wales?**

**DO NOT READ OUT. SINGLE CODE ONLY**

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS. PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME

<b>Elementary occupations</b> (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
<b>Process, plant and machine operatives</b> (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
<b>Sales and customer service occupations</b> (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
<b>Caring, Leisure and Other Service Occupations</b> (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
<b>Skilled trades occupations</b> (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
<b>Administrative and secretarial occupations</b> (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
<b>Associate professional and technical occupations</b> (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
<b>Professional occupations</b> (eg. doctors, nurses, midwives, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8

<b>Managers, Directors and senior officials</b> (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
<b>Other: Specify</b>	10

ASK ALL

**Q21b. Thinking about the job you obtained through Jobs Growth Wales, what does the firm or organisation you [IF CODE 1 AT Q20b work; IF CODE 2 AT Q20b worked] for mainly make or do? PROBE FULLY TO CODE TO SIC LEVEL 1.**

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ASK ALL

**Q22. How many hours [IF CODE 1 AT Q20b do; IF CODE 2 AT Q20b did] you work on average per week? WRITE IN.**

ASK ALL

**Q23. Can you tell me what your usual pay [IF CODE 1 AT Q20a is; IF CODE 2 AT Q20a was] BEFORE any deductions for tax or national insurance? Please do not include bonuses, tips or overtime.**

DO NOT READ OUT. ENTER EXACT AMOUNT AND CODE FREQUENCY (HOURLY, WEEKLY, MONTHLY OR YEARLY). SINGLE CODE.

INTERVIEWER: RESPONDENTS MAY SAY IT IS 'MINIMUM WAGE'. IF THEY ARE AGED 16-17 THIS IS £3.68/HOUR. IF THEY ARE AGED 18-20 THIS IS £4.98/HOUR. IF THEY ARE AGED 21+ THIS IS £6.19/HOUR

ALLOW REF AND DK. NULL NOT ALLOWED.

PROBE FOR ESTIMATE IF NECESSARY.

IF INCOME VARIES, GIVE A RECENT EXAMPLE OF AN AMOUNT.

SOFT RANGE CHECK (CHECK IF OUTSIDE THESE RANGES): PLEASE CHECK WITH RESPONDENT THAT THIS FIGURE IS CORRECT.

1. Amount per hour LESS THAN £3.68 FOR AGE 16-17, £4.98 FOR AGE 18-20, £6.19 FOR AGE 21-24; MORE THAN £20 FOR ALL AGES
2. Amount per WEEK LESS THAN £58.88 FOR AGE 16-17, £79.68 FOR AGE 18-20, £99.04 FOR AGE 21-24; MORE THAN £700 FOR ALL AGES
3. Amount per MONTH LESS THAN £255 FOR AGE 16-17, £345 FOR AGE 18-20, £429 FOR AGE 21-24; MORE THAN £3,000 FOR ALL AGES
4. Amount per YEAR LESS THAN £3,061 FOR AGE 16-17, £4,143 FOR AGE 18-20, £5,150 FOR AGE 21-24; MORE THAN £36,400 FOR ALL AGES

ASK ALL

**Q24. How likely or unlikely is it that you would you have found a paid job by now without Jobs Growth Wales?**

READ OUT. SINGLE CODE.

<b>Definitely would have</b>	1
<b>Very likely</b>	2
<b>Fairly likely</b>	3
<b>Fairly unlikely</b>	4
<b>Very unlikely</b>	5

<b>Definitely would not have</b>	6
Don't know	7

ASK IF CODE 1, 2 OR 3 AT Q24

**Q25. Do you think it would have taken you longer to find a paid job without Jobs Growth Wales?**

**DO NOT READ OUT. SINGLE CODE ONLY**

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT Q25

**Q26. How many more months do you think it would have taken you to find a paid job without Jobs Growth Wales?**

**DO NOT READ OUT. SINGLE CODE ONLY.**

Less than a month	1
One to less than two months	2
Two to less than three months	3
Three to less than six months	4
Six to less than twelve months	5
More than 12 months	6
Don't know	7

ASK IF CODE 1, 2 OR 3 AT Q24 **Q27a. Do you think you would you have found a job with a higher or lower level of pay without Jobs Growth Wales?**

**READ OUT. SINGLE CODE.**

<b>Definitely higher</b>	1
<b>Probably higher</b>	2
<b>The pay would have been similar</b>	3
<b>Probably lower</b>	4
<b>Definitely lower</b>	5
Don't know	6

Q28. THIS QUESTION IS BLANK

Q29. THIS QUESTION IS BLANK

ASK ALL

**Q30. How likely or unlikely are you to have found a job with similar opportunities to develop your skills and experience without Jobs Growth Wales?**

**READ OUT. SINGLE CODE. REVERSE SCALE.**

<b>Definitely would have</b>	1
<b>Very likely</b>	2
<b>Fairly likely</b>	3
<b>Fairly unlikely</b>	4
<b>Very unlikely</b>	5
<b>Definitely would not have</b>	6
Don't know	7

ASK ALL



**Q31. Have you received any training from your employer[ADD IF Q20C=1 during the first six months of your Jobs Growth Wales job]?**

READ OUT. MULTICODE.

INTERVIEWER: DO NOT INCLUDE PLANNED TRAINING FOR THOSE STILL ON TEMPORARY JOB

<b>Formal training session on health and safety</b>	1
<b>Formal training session to improve skills required for the job</b>	2
<b>Formal training session about the company</b>	3
<b>Other training (specify)</b>	4
No – I have not /did not receive any training	
Don't know	5

ASK IF CODES 1 TO 4 AT Q31

**Q32. How many hours of training in total have you received from your employer [ADD IF Q20C=1 during the first six months of your Jobs Growth Wales job]?**

WRITE IN NUMBER OF HOURS

INTERVIEWER: ASK RESPONDENT TO GIVE BEST ESTIMATE IT DON'T KNOW

ASK ALL

**Q33. How satisfied or dissatisfied are you with ...?**

READ OUT. SINGLE CODE. RANDOMISE ORDER OF STATEMENTS. REVERSE SCALE.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ don't know	N/A
a) <b>The support you [IF CODE 1 AT Q20b receive; IF CODE 2 AT Q20b received] from your line manager or supervisor</b>	1	2	3	4	5	6	7
b) <b>The support you [IF CODE 1 AT Q20a receive; IF CODE 2 AT Q20b received] from your mentor at [INSERT NAME OF MANAGING AGENT FROM SAMPLE]</b> INTERVIEWER: PROMPT IF NECESSARY THAT RESPONDENT HAS MONTHLY MEETING WITH MENTOR FROM OUTSIDE COMPANY	1	2	3	4	5	6	7
c) <b>The opportunities to develop new skills and experience during your temporary job</b>	1	2	3	4	5	6	7
d) <b>ASK IF Q31a/b=1 OR 2 The quality and type of training you received</b>	1	2	3	4	5	6	7

**Q34a. And how satisfied or dissatisfied are you with your experience of Jobs Growth Wales overall? READ OUT. SINGLE CODE ONLY. REVERSE SCALE**

<b>Very satisfied</b>	1
<b>Fairly satisfied</b>	2
<b>Neither satisfied nor dissatisfied</b>	3
<b>Fairly dissatisfied</b>	4
<b>Very dissatisfied</b>	5
<b>Don't know</b>	6

Thinking now about how your Jobs Growth Wales job may or may not have helped you.

**Q35a. What benefits do you think you have gained from your Jobs Growth Wales job?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

INTERVIEWER: IF RESPONDENT SAYS SKILLS PROMPT FULLY ON: "WHAT TYPES OF SKILLS HAVE IMPROVED?"

<b>Personal benefits</b>	
General increase in confidence	1
Improved personal/social skills	2
Opportunities for future jobs	3
Received an income	4
<b>Job-specific skills</b>	
Improved job-related skills	5
Gained qualifications (e.g. First Aid, Basic Accounting)	6
Gained a better understanding of the types of jobs I am interested in	7
Led to continued employment/permanent post at organisation	8
<b>General skills</b>	
I can compete better for the jobs that are available	9
Better job search / job application skills	10
Increased confidence in interviews	11
Improved communication skills	12
Improved problem-solving skills	13
Improved teamwork skills	14
Improved IT skills	15
Gained work experience	16
Other (specify)	17
Nothing – no benefits gained from Job Growth Wales job	18
Don't know	19

**Q35b. And what disadvantages, if any, [IF CODE 1 AT Q20b does; IF CODE 2 AT Q20b did] your Jobs Growth Wales job have?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

<b>Personal disadvantages</b>	
It was stressful	

The workplace was far away from where I live	
It was difficult to commute to	
I had to spend too much time away from my family	
It took too long to get to work	
<b>Financial disadvantages</b>	
Low pay	
The transport cost of getting to work was expensive	
<b>Job related disadvantages</b>	
It is temporary/no guarantee of it lasting more than 6 months	
No/few opportunities for training	
My line manager did not give me enough support	
I did not get on well with the team/my line manager/boss	
I did not enjoy the work	
I felt overqualified for the work	
The work environment was unpleasant	
The work was dangerous	
I didn't get any/enough feedback on my performance	
I was required to work long hours	
No/few opportunities to progress	
Didn't have enough to do at work	
Wasn't challenging enough	
The job was different to how I expected	
I wanted to work different/fewer/more hours	
Other (specify)	
None/there are no disadvantages	
Don't know	

**SECTION D: POST JOBS GROWTH WALES**

ASK ALL CODE 2 AT Q20b

**Q36. When did your temporary Jobs Growth Wales job come to an end?**

ENTER MONTH AND YEAR E.G. 07/2011

ASK IF CODE 2 AT Q20b

**Q38. What happened when your six month Jobs Growth Wales job came to an end?**

SINGLE CODE. DO NOT READ OUT.

My job with my employer was made permanent	1
I found a job with a different employer straight away	2
I started looking for a new job	3
I entered full time education- MULTICODE	4
I started an apprenticeship with my Jobs Growth Wales employer	5
I started an apprenticeship with another employer	6
I got another Jobs Growth Wales job	7
I was given a temporary contract with the same employer	8
Other (specify)	9

Don't know	10
------------	----

Ask if code 3 or 9 at Q38

**Q39. Did you find paid work after your six month Jobs Growth Wales job came to an end?**

INTERVIEWER: IF RESPONDENT SAYS NO CHECK IF THEY ARE STILL LOOKING OR HAVE STOPPED LOOKING FOR WORK  
READ OUT. SINGLE CODE ONLY.

Yes	1
No – but I am still looking for work	2
No – and I have stopped looking for work	3
Other (specify)	4
Don't know / Not applicable	5

ASK IF CODE 2 OR 3 AT Q39

**Q40. In your opinion, what challenges are you experiencing in finding work?**  
DO NOT READ OUT. MULTICODE OK. PROBE FULLY: **What other challenges were you facing?**

Employers are not recruiting new staff	1
There are not enough jobs near where I live	2
There is too much competition for the jobs available	3
I do not have enough experience	4
I do not have the right qualifications	5
I do not have the right skills	6
It is too expensive to travel to work	7
I do not know how to write a good CV and covering letter	8
I cannot find jobs I am interested in	9
I do not feel confident in interviews	10
Other (specify)	11
Don't know	12

Ask if code 6 or 7 at Q38 or code 1 at Q39

**Q41a. How many months did it take you to find this work?**

DO NOT READ OUT. SINGLE CODE ONLY.

Less than a month	1
One to less than two months	2
Two to less than three months	3
Three to less than six months	4
More than six months	5
Don't know	6

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q41b. And are you still in this job?**

DO NOT READ OUT. SINGLE CODE ONLY

Yes 1

No 2

ASK IF CODE 1 AT Q41b

**Q41c. Are you currently working more than one job at the same time?**

DO NOT READ OUT. SINGLE CODE ONLY.

Yes 1  
No 2

ASK IF CODE 1 AT Q41c

**Q41d. How many jobs do you currently have?**

WRITE IN. HARD CHECK: LESS THAN 2 NOT ALLOWED. SOFT CHECK IF >3:

**Can I please check that you currently have [answer to Q41d] jobs?**

IF Q41c=1: LOOP 42-45; NUMBER OF LOOPS = ANSWER TO Q41d

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q42. [IF CODE 1 AT Q41c FIRST LOOP Thinking about one of your jobs; IF CODE 2 AT Q41d SECOND LOOP Thinking about your other job; IF CODE 3 OR MORE AT Q41d Thinking about another of your jobs] What are you doing [IF CODE 1 AT Q41b in your new job; IF CODE 2 AT Q41b were you doing in the job you got after your Jobs Growth Wales job] [IF CODE 1 AT Q38 OR CODE 1 AT Q41c in this job] [IF CODE 5 AT Q38 in this apprenticeship]?**

DO NOT READ OUT. SINGLE CODE ONLY

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS.

<b>Elementary occupations</b> (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
<b>Process, plant and machine operatives</b> (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
<b>Sales and customer service occupations</b> (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
<b>Caring, Leisure and Other Service Occupations</b> (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
<b>Skilled trades occupations</b> (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
<b>Administrative and secretarial occupations</b> (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
<b>Associate professional and technical occupations</b> (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
<b>Professional occupations</b> (eg. doctors, nurses, midwives, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
<b>Managers, Directors and senior officials</b> (ie. occupations where main	9

tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	
<b>Other: Specify</b>	10

Ask if code 2, 6, 7 at Q38 or code 1 at Q39

**Q43. What does the firm or organisation you [IF CODE 1 AT Q41b work; IF CODE 2 AT Q41b worked] for [IF CODE 1 AT Q41c in this job] mainly make or do? PROBE FULLY TO CODE TO SIC LEVEL 1.**

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q44. How many hours [IF CODE 1 AT Q41b are; IF CODE 2 AT Q41b were] you working in this job on average per week?**

WRITE IN

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q45. Can you tell me what your usual pay [IF CODE 1 AT Q41b is; IF CODE 2 AT Q41b was] BEFORE any deductions for tax or national insurance? Please do not include bonuses, tips or overtime.**

DO NOT READ OUT. ENTER EXACT AMOUNT AND CODE FREQUENCY (HOURLY, WEEKLY, MONTHLY OR YEARLY). SINGLE CODE.

INTERVIEWER: RESPONDENTS MAY SAY IT IS 'MINIMUM WAGE'. IF THEY ARE AGED 16-17 THIS IS £3.68/HOUR. IF THEY ARE AGED 18-20 THIS IS £4.98/HOUR. IF THEY ARE AGED 21+ THIS IS £6.19/HOUR

ALLOW REF AND DK. NULL NOT ALLOWED.

PROBE FOR ESTIMATE IF NECESSARY.

IF INCOME VARIES, GIVE A RECENT EXAMPLE OF AN AMOUNT.

SOFT RANGE CHECK (CHECK IF OUTSIDE THESE RANGES): PLEASE CHECK WITH RESPONDENT THAT THIS FIGURE IS CORRECT.

1. Amount per hour LESS THAN £3.68 FOR AGE 16-17, £4.98 FOR AGE 18-20, £6.19 FOR AGE 21-24; MORE THAN £20 FOR ALL AGES
2. Amount per WEEK LESS THAN £58.88 FOR AGE 16-17, £79.68 FOR AGE 18-20, £99.04 FOR AGE 21-24; MORE THAN £700 FOR ALL AGES
3. Amount per MONTH LESS THAN £255 FOR AGE 16-17, £345 FOR AGE 18-20, £429 FOR AGE 21-24; MORE THAN £3,000 FOR ALL AGES
4. Amount per YEAR LESS THAN £3,061 FOR AGE 16-17, £4,143 FOR AGE 18-20, £5,150 FOR AGE 21-24; MORE THAN £36,400 FOR ALL AGES

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q46. [IF CODE 1 AT Q41c Now thinking about all your current jobs] Are you likely or unlikely to have found [IF CODE 2 AT Q41C this job] [IF CODE 1 AT Q41C these jobs] if you had not previously had a Jobs Growth Wales job?**

READ OUT. SINGLE CODE.

<b>Definitely would have</b>	1
<b>Very likely</b>	2
<b>Fairly likely</b>	3
<b>Fairly unlikely</b>	4
<b>Very unlikely</b>	5
<b>Definitely would not have</b>	6
<b>Don't know</b>	7

ASK IF CODE 1, 2 OR 3 AT Q46

**Q47. Do you think it would have taken you longer to find [IF CODE 2 AT Q41C this job] [IF CODE 1 AT Q41C these jobs] if you had not previously had a Jobs Growth Wales job?**

DO NOT READ OUT. SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT Q47

**Q48. How many more months do you think it would have taken you to find a paid job if you had not previously had a Jobs Growth Wales job?**

DO NOT READ OUT. SINGLE CODE ONLY.

Less than a month	1
One to less than two months	2
Two to less than three months	3
Three to less than six months	4
Six to twelve months	5
More than twelve months	6
Don't know	7

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q49. Do you think you would you have found a job with a [IF CODE 1 AT Q41C combined] higher or lower level of pay if you had not previously had a Jobs Growth Wales job?**

READ OUT. SINGLE CODE.

<b>Definitely higher</b>	1
<b>Probably higher</b>	2
<b>The pay would have been similar</b>	3
<b>Probably lower</b>	4
<b>Definitely lower</b>	5
Don't know	6

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q52. How likely or unlikely are you to have found [IF CODE 2 AT Q41C a job] [IF CODE 1 AT Q41C jobs] with similar opportunities to develop your skills and experience if you had not previously had a Jobs Growth Wales job?**

READ OUT. SINGLE CODE.

<b>Definitely would have</b>	1
<b>Very likely</b>	2
<b>Fairly likely</b>	3
<b>Fairly unlikely</b>	4
<b>Very unlikely</b>	5
<b>Definitely would not have</b>	6
Don't know	7

Ask if code 1, 2, 5, 6, 7 or 8 at Q38 or code 1 at Q39

**Q53. In total, since your temporary Jobs Growth Wales job came to an end, for how many months have you been in employment?**

WRITE IN NUMBER. CODE 0 FOR NONE. ENTER 0.25 FOR 1 WEEK, 0.5 FOR 2 WEEKS, 0.75 FOR 3 WEEKS AND 1 FOR FOUR WEEKS.

ASK ALL

**Q54. In total, since your temporary Jobs Growth Wales job came to an end, for how many months have you claimed out-of-work benefits?**

WRITE IN NUMBER. CODE 0 FOR NONE. ENTER 0.25 FOR 1 WEEK, 0.5 FOR 2 WEEKS, 0.75 FOR 3 WEEKS AND 1 FOR FOUR WEEKS.

ENTER 998 IF DON'T KNOW.

ASK IF Q54 > 0

**Q55. Which of the following out-of-work benefits have you claimed or are you claiming?**

READ OUT. MULTICODE OK.

<b>Child Benefit</b>	1
<b>Income Support</b>	2
<b>Tax Credits</b>	3
<b>Employment Support Allowance (ESA)</b>	4
<b>Jobseeker's Allowance (JSA)</b>	5
<b>Other State Benefits</b>	6
Don't know	7
Refused	8



<b>SECTION E: CLOSE</b>
-------------------------

READ OUT: Finally, we would just like to finish with a few questions about you, and about your family when you were growing up.

ASK ALL

**Q56. To what extent do you agree or disagree with the following statements?**

READ OUT. SINGLE CODE. RANDOMISE ORDER OF STATEMENTS. REVERSE SCALE.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a) It is important to me to earn my own money, rather than rely on benefits or other people	1	2	3	4	5	6
b) I am a happier, more fulfilled person when I am in paid work	1	2	3	4	5	6
c) It is normal to be out of paid work where I live	1	2	3	4	5	6
d) There just aren't enough vacancies for everyone at the moment	1	2	3	4	5	6

ASK ALL

**Q59a. Who lived in your home when you were a child between the ages of around 8 and 15?**

DO NOT READ OUT. MULTICODE OK

<b>My mother</b>	1
<b>My stepmother</b>	2
<b>My foster mother</b>	3
<b>My father</b>	4
<b>My stepfather</b>	5
<b>My foster father</b>	6
<b>My brother/s</b>	7
<b>My sisters/s</b>	8
<b>Somebody else</b> (write in ONLY if respondent specifies)	9
<b>Refused</b>	10

ASK FOR EACH CODED MOTHER/STEPMOTHER/FOSTER MOTHER/FATHER/STEPFATHER/ FOSTER FATHER (CODE 1 TO 6) AT Q59a

**Q59b. Which of the following best describes what your [INSERT RESPONSE FROM Q59a mother/stepmother/foster mother/ father/ stepfather/ foster father] did at this time?** READ OUT. READ OUT. SINGLE CODE ONLY. REVERSE CODES 1 TO 5.

<b>Was unemployed most of the time</b>	1
<b>Spent most of the time</b>	2

<b>working full-time</b>	
<b>Spent most of the time working part-time</b>	3
<b>Spent about as much time working as not working</b>	4
<b>Looked after the house/family</b>	5
<b>Something else (specify)</b>	6
Don't know	7
Refused	8

ASK ALL

**Q60.** Code gender of participant. DO NOT ASK  
DO NOT READ OUT. SINGLE CODE

Yes	1
No	2

ASK ALL

**Q61. Are you still living in Wales?**  
DO NOT READ OUT. SINGLE CODE

Yes	1
No	2

ASK ALL

**Q62. Thank you for taking part in this survey. Your views are feeding into a body of research that is very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales. Ipsos MORI will be carrying out follow-up research over the next 2 years as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you again in the future about how you have got on. Would you be willing for Ipsos MORI to re-contact you for further research as part of this project in the next 2 years?**

IF S1b=3

**Thank you for your time. For this survey, Ipsos MORI is interested in people who remained in their temporary job. However, Ipsos MORI will be carrying out an additional survey for people who left their Jobs Growth Wales job early, and it would help us greatly if we could speak to you for this. Would you be willing for Ipsos MORI to re-contact you for follow up survey and interview purposes as part of this project?**

DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing	1
No – would not be willing	2

DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing	1
No – would not be willing	2

ASK ALL IN SAMPLE TYPE 4

**Q63. Finally, we would like to be able to link the results of the survey with other datasets, such as the Annual Population Survey, to further understand the characteristics of people who gained employment under the Jobs Growth Wales programme. Would you be willing to allow the Welsh Government and/or Ipsos MORI to carry out this data linking?**

DO NOT READ OUT. MULTICODE OK CODES 1 AND 2

Yes – would be willing for the Welsh Government to carry out data linking	1
Yes – would be willing for Ipsos MORI to carry out data linking	2
No – would not be willing	3

**THANK AND CLOSE**

## Young person survey – unsuccessful applicant (comparison group)

### INTRODUCTION/CONFIDENTIALITY

Good morning, afternoon, evening. My name is ..... from Ipsos MORI, the research organisation. Please could I speak to <NAMED RESPONDENT>?

*USE STANDARD OUTCOME CODES. SEE INSTRUCTIONS FOR THOSE WHO ARE UNABLE TO TAKE PART BECAUSE OF LANGUAGE/LEARNING DIFFICULTIES OR DISABILITY.*

Yes	1	PROCEED
No - call back later	2	MAKE APPOINTMENT
No - not available in fieldwork	3	THANK & CLOSE
No – refused	4	THANK & CLOSE
Other - cannot continue	5	THANK & CLOSE

The Welsh Government have commissioned Ipsos MORI to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment. As part of this we wish to speak to you, as someone who applied for a job through the programme via the [Sample type 1 and 2 Careers Wales; sample type 4 GO Wales] website.

Your views are very important in helping the Welsh Government to understand the effectiveness of the programme in helping young people into work.

ADD IF NEEDED TO ENCOURAGE PARTICIPATION: Please do not worry if you think you do not remember the application process or your circumstances at the time very well – just respond to the best of your ability and give your best guess if you are unsure.

The interview will take about 15 minutes.

I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for the purpose of this evaluation only. It will not be possible to identify any particular individual in the results.

Are you happy to proceed on this basis with the interview?

Yes	1	PROCEED TO S1
No – refused	2	THANK & CLOSE
Other - cannot continue	3	THANK & CLOSE

**S1. Our records show that you last applied for a Jobs Growth Wales job on the [Sample type 1 and 2 Careers Wales; sample type 4 GO Wales] website on [INSERT DATE WHEN APPLIED], but that you were not successful. Can I confirm that these details are correct? If incorrect dates, please make a note of the correct details. If the person was successful in obtaining a job through Jobs Growth Wales, or did not apply for a Jobs Growth Wales job, please thank and close.**

ASK ALL

**S2. Are you happy to conduct the interview in English, or would you prefer to do so in Welsh? SINGLE CODE**

English – continue	1
Welsh – book appointment	2

ASK ALL

**S3. What was your age last birthday?**

DO NOT READ OUT. SINGLE CODE

16	1
17	2
18	3
19	4
20	5
21	6
22	7
23	8
24	9
25 or over	10

## **SECTION A: BACKGROUND PRIOR TO FIRST JOBS GROWTH WALES APPLICATION**

READ OUT: **We would just like to begin with a few questions about your circumstances at the time you made your first application for a Jobs Growth Wales job.**

ASK ALL

**Q1a. At the time you made your first application for a Jobs Growth Wales vacancy, what was your working status? Were you...**

READ OUT. MULTICODE.

<b>Looking for work / unemployed – SINGLE CODE</b>	1
<b>In part-time education – MULTICODE WITH 4/5/6</b>	2
<b>In full-time education – MULTICODE WITH 4/5/6</b>	3
<b>Working part time (less than 16 hours per week) – MULTICODE WITH 2/3</b>	4
<b>Working part time (between 16-29 hours per week) – MULTICODE WITH 2/3</b>	5
<b>Working full time (30 or more hours per week) – MULTICODE WITH 2/3</b>	6
<b>Other (specify): (DO NOT READ OUT) – MULTICODE WITH 2/3/4/5/6</b>	7
<b>Refused (DO NOT READ OUT) – SINGLE CODE</b>	8

ASK ALL

**Q2. How many months had you been looking for work before you made your first application for a Jobs Growth Wales vacancy?**

SINGLE CODE ONLY.

INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

Less than a month	1
One to less than two months	2
Two to less than three months	3
Three to less than six months	4
Six to twelve months	5
More than twelve months	6
Don't know	7

**Q3a. And how many hours per week on average did you spend looking for work?**

DO NOT READ OUT. CODE TO LIST. SINGLE CODE ONLY.

INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

Less than 2 hours per week	1
2 to 5 hours per week	2
6 to 10 hours per week	3
11 to 20 hours per week	4
More than 20 hours per week	5
It varies week to week	6
Don't know/can't remember	7

**Q3b. What challenges were you facing in finding work?**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY: **What other challenges were you facing?**

Employers were not recruiting new staff	1
There were not enough jobs near where I live	2
The type of job I was looking for/am qualified for was not in my area	3
There was too much competition for the jobs available	4
I did not have enough experience	5
I did not have the right qualifications	6
I did not have the right skills to do the jobs that are available	7
It was too expensive to travel to work	8
I did not know how to write a good CV and covering letter	9
I could not find jobs I was interested in	10
I did not feel confident in interviews	11
Frustration/demotivating not to hear back from jobs applied for	12
It was difficult because of my disability/ill-health	13
My age/I am too young	14
Other (specify)	15
Don't know	16

Q4: THIS QUESTION IS BLANK  
 Q5: THIS QUESTION IS BLANK

ASK ALL Q6. **Approximately how much time had you spent in READ OUT a) to e) by the time of your first application for a Jobs Growth Wales vacancy?**

- a) **Full-time paid work/Apprenticeship (30 hours per week or more)**
- b) **Part-time paid work/Apprenticeship (less than 30 hours per week)**
- c) **Unpaid or paid work placements/internships**
- d)
- e) **Unpaid volunteer roles**

ENTER NUMBER OF WEEKS, MONTHS OR YEARS DEPENDING ON PREFERENCE OF RESPONDENT. ALLOW NULL

INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

ASK IF NOT NULL AT Q6a OR Q6b

**Q7a. Thinking about the last paid job you held before applying for a Jobs Growth Wales vacancy, what did you do in that job?**

DO NOT READ OUT. SINGLE CODE ONLY.

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS.

PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME

<b>Elementary occupations</b> (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
<b>Process, plant and machine operatives</b> (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
<b>Sales and customer service occupations</b> (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
<b>Caring, Leisure and Other Service Occupations</b> (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
<b>Skilled trades occupations</b> (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
<b>Administrative and secretarial occupations</b> (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
<b>Associate professional and technical occupations</b> (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior	7

police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	
<b>Professional occupations</b> (eg. doctors, nurses, midwives, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
<b>Managers, Directors and senior officials</b> (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
<b>Other: Specify</b>	10

ASK IF NOT NULL AT Q6a OR Q6b

**Q7b. Still thinking about the [IF Q6a + Q6b >1 last] paid job you held before applying for a Jobs Growth Wales vacancy, what did the firm or organisation you worked for mainly make or do? PROBE FULLY TO CODE TO SIC LEVEL 1.**

ASK ALL

**Q8. And at the time of your first application for a Jobs Growth Wales vacancy, what were your main sources of income? Were they....?**

READ OUT. MULTICODE.

<b>Earnings from employment or self-employment</b>	1
<b>Savings</b>	2
<b>Child Benefit</b>	3
<b>Income Support</b>	4
<b>Tax Credits</b>	5
<b>Employment Support Allowance (ESA)</b> INTERVIEWER: This is for those who are ill/disabled and cannot work	6
<b>Jobseeker's Allowance (JSA)</b>	7
<b>Universal Credit</b>	8
<b>Other State Benefits</b>	9
<b>Other kinds of regular allowance from outside the household</b>	10
<b>Other household income e.g. parent's or spouse's salary</b>	11
<b>Other sources (specify)</b>	12
<b>No source of income</b>	12
<b>Don't know</b>	12

ASK IF CODE 2-7 AT Q8

**Q9. And for how many months had you been claiming benefits?**

ENTER NUMBER OF MONTHS. ENTER 0.25 FOR 1 WEEK, 0.5 FOR 2 WEEKS, 0.75 FOR 3 WEEKS AND 1 FOR FOUR WEEKS. ENTER 999 IF NOT APPLICABLE. ENTER 998 IF DON'T KNOW.

ASK ALL

**Q10. Please tell me which, if any, was the highest educational or professional qualification you had obtained at the time of your first Jobs Growth Wales application. Was it...?**

READ OUT. SINGLE CODE ONLY.

<b>GCSEs / O-levels / CSEs</b>	1
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<b>Vocational qualifications (=NVQ1+2)</b>	2
<b>A-Level or equivalent (=NVQ3)</b>	3
<b>Bachelor Degree or equivalent (=NVQ4-6)</b>	4
<b>Masters / PhD or equivalent (=NVQ7+8)</b>	5
Other (specify)	6
<b>No formal qualifications</b>	7

## SECTION B: ENGAGEMENT WITH JOBS GROWTH WALES

READ OUT: These next questions are about your experiences of applying for a job through Jobs Growth Wales.

ASK ALL

**Q11. How did you first hear about Jobs Growth Wales?**

DO NOT READ OUT. SINGLE CODE.

<b>Jobcentre Plus:</b>	
From a Jobcentre Plus advisor	1
From the Jobcentre Plus website	2
<b>Careers Wales:</b>	
From a Careers Wales advisor	3
From the Careers Wales website	4
<b>GO Wales:</b>	
From a GO Wales advisor	5
From the GO Wales website	6
<b>Welsh Government:</b>	
Through the Welsh Government	7
Through another Welsh Government program (e.g. Traineeships / Steps to Employment etc)	8
<b>Employer:</b>	
From an employer	9
From an employer's website	10
<b>Other:</b>	
From a Communities First mentor	11
From the internet (general mention)	12
From a friend / parent	13
From a school careers advisor	14
Other advertising / leaflet	15
Other (specify)	16
Don't know	17

Q12; THIS QUESTION IS BLANK

Q13: THIS QUESTION IS BLANK

ASK ALL **Q14. To what extent do you agree or disagree with the following statements?**

READ OUT. SINGLE CODE. RANDOMISE ORDER OF STATEMENTS. REVERSE SCALE.

Strongly agree	Tend to agree	Neither agree nor	Tend to disagree	Strongly disagree	No opinion/ don't
----------------	---------------	-------------------	------------------	-------------------	-------------------

			disagree			know	
a)	<b>It was easy to register on the [IF SAMPLE TYPE 1 OR 3 Careers Wales; IF SAMPLE TYPE 4 GO Wales] website</b>	1	2	3	4	5	6
b)	<b>It was easy to use the website to search for vacancies</b>	1	2	3	4	5	6
c)	<b>I found vacancies on the website that interested me</b>	1	2	3	4	5	6
d)	<b>I found vacancies on the website I felt qualified for</b>	1	2	3	4	5	6
e)	<b>I found vacancies near where I live</b>	1	2	3	4	5	6
f)	<b>The process of applying for vacancies was straightforward</b>	1	2	3	4	5	6
g)	<b>It was easy to find vacancies that offered opportunities for career development</b>	1	2	3	4	5	6

ASK ALL

**Q15. How many Jobs Growth Wales vacancies did you apply for in total?**

WRITE IN NUMBER. INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

SOFT CHECK IF OVER 50

ASK IF Q15=1

SOFT CHECK: **Just to confirm, you only applied for one Jobs Growth Wales job and you were unsuccessful?**

ASK IF Q15=>1

**Q16. How many of these applications led onto an interview?**

IF Q15=1 **Did this application lead on to an interview?**

INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

Yes	1
No	2
Don't know	3

WRITE IN NUMBER

HARD CHECK: DO NOT ALLOW MORE THAN Q15

SOFT CHECK IF OVER 25

ASK IF Q16=1

SOFT CHECK: **Just to confirm, you had an interview for one Jobs Growth Wales job and this was unsuccessful?**

ASK ALL CODING =>3 AT Q15 AND NOT GRADUATE STRAND

**Q17. Did you receive any support or guidance from Careers Wales following an unsuccessful application, such as help with your CV or interview techniques?**

DO NOT READ OUT. SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT Q17

**Q18. How helpful, if at all, was this support in improving your job applications?  
Was it...?**

READ OUT. SINGLE CODE. REVERSE.

<b>Very helpful</b>	1
<b>Fairly helpful</b>	2
<b>Not very helpful</b>	3
<b>Not at all helpful</b>	4
Don't know	5

## SECTION C: EMPLOYMENT HISTORY

READ OUT: Now we'd like to ask about your working history since you first made an application to the Jobs Growth Wales programme.

ASK ALL

**Q19. What is your current working status?**

READ OUT. MULTICODE.

<b>Looking for work / unemployed – SINGLE CODE</b>	1
<b>In part-time education – MULTICODE WITH 4/5/6</b>	2
<b>In full-time education – MULTICODE WITH 4/5/6</b>	3
<b>Working one job part time (less than 16 hours per week) – MULTICODE WITH 2/3</b>	4
<b>Working one job part time (less than 16-29 hours per week) – MULTICODE WITH 2/3</b>	5
<b>Working one job full time (30 or more hours per week) – MULTICODE WITH 2/3</b>	6
<b>Working more than one job</b> (any number of hours) – please specify how many jobs – MULTICODE WITH 2/3	7
<b>Other (specify): (DO NOT READ OUT) – MULTICODE WITH 2/3/4/5/6</b>	8
<b>Refused (DO NOT READ OUT) – SINGLE CODE</b>	9

ASK ALL

**Q20. How many jobs have you had since you applied for a Jobs Growth Wales job [IF CODE 4, 5 OR 6 AT Q19 including your current job; IF CODE 7 AT Q19 including your current job jobs]?**

WRITE IN

INTERVIEWER: IF NO JOBS WRITE IN AS 0

IF CODE 0 AT Q20, GO TO Q30

IF CODE 1 AT Q20 AND CODE 4, 5 OR 6 AT Q19, GO TO Q26

IF CODE 1 OR >1 AT Q20 AND CODES 1-3 AT Q19, GO TO Q21 BUT DO NOT ASK Q26-29

IF CODE 1 OR >1 AT Q20 AND CODE 8 AT Q19, GO TO Q26

IF CODE >1 AT Q20 AND CODE 4, 5 OR 6, AT Q19, GO TO Q21 AND ALSO ASK Q26-29

IF CODE 7 AT Q19 AND Q20>Q19, GO TO Q26-29 (modified versions) IN LOOP FOR ALL CURRENT JOBS

IF CODE 7 AT Q19 AND Q20=Q19, GO TO Q26 (modified version) AND ASK IN LOOP FOR ALL CURRENT JOBS

ASK ALL CODING 1-3 OR 6 AT Q19 AND =>1 AT Q20 **AND** ALL CODING 4 OR 5 AT Q19 AND >1 AT Q20. REPEAT SEQUENCE Q21 –Q25 FOR UP TO TWO JOBS, EXCEPT MOST RECENT.

**Q21. When did the [IF CODE >1 AT Q20 first, second, etc.] job you held after applying for a Jobs Growth Wales vacancy begin?**

ENTER MONTH AND YEAR

**Q22. When did the [IF CODE >1 AT Q20 first, second, etc.] job you held after applying for a Jobs Growth Wales vacancy end?**

ENTER MONTH AND YEAR OR ENTER 999 IF STILL WORKING IN MOST RECENT JOB AND GO TO Q27

**Q23a. Thinking about the [IF CODE >1 AT Q21 first, second, etc.] job you held after applying for a Jobs Growth Wales vacancy, what did you do in that job?**

DO NOT READ OUT. SINGLE CODE ONLY.

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN “OTHER SPECIFY”. PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS. PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME

<b>Elementary occupations</b> (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
<b>Process, plant and machine operatives</b> (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
<b>Sales and customer service occupations</b> (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
<b>Caring, Leisure and Other Service Occupations</b> (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
<b>Skilled trades occupations</b> (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
<b>Administrative and secretarial occupations</b> (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
<b>Associate professional and technical occupations</b> (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
<b>Professional occupations</b> (eg. doctors, nurses, midwives,	8

psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	
<b>Managers, Directors and senior officials</b> (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
<b>Other: Specify</b>	10

**Q23b. Still thinking about the [IF CODE >1 AT Q20 first, second, etc.] job you held after applying for a Jobs Growth Wales vacancy, what did the firm or organisation you worked for mainly make or do? PROBE FULLY TO CODE TO SIC LEVEL 1.**

**Q24. Still thinking about the [IF CODE >1 AT Q20 first, second, etc.] job you held after applying for a Jobs Growth Wales vacancy, how many hours did you work on average per week?**

DO NOT READ OUT. WRITE IN AND CODE TO BAND. SINGLE CODE.

16 to 20 hours	1
21 to 25 hours	2
26 to 30 hours	3
31 to 35 hours	4
36 to 40 hours	5
More than 40 hours	6

**Q25. Still thinking about the [IF CODE >1 AT Q20 first, second, etc.] job you held after applying for a Jobs Growth Wales vacancy, can you tell me what your usual pay was BEFORE any deductions for tax or national insurance? Please do not include bonuses, tips or overtime.**

DO NOT READ OUT. ENTER EXACT AMOUNT AND CODE FREQUENCY (HOURLY, WEEKLY, MONTHLY OR YEARLY). SINGLE CODE.

INTERVIEWER: RESPONDENTS MAY SAY IT IS 'MINIMUM WAGE'. IF THEY ARE AGED 16-17 THIS IS £3.68/HOUR. IF THEY ARE AGED 18-20 THIS IS £4.98/HOUR. IF THEY ARE AGED 21+ THIS IS £6.19/HOUR

ALLOW REF AND DK. NULL NOT ALLOWED.

PROBE FOR ESTIMATE IF NECESSARY.

IF INCOME VARIES, GIVE A RECENT EXAMPLE OF AN AMOUNT.

SOFT RANGE CHECK (CHECK IF OUTSIDE THESE RANGES): PLEASE CHECK WITH RESPONDENT THAT THIS FIGURE IS CORRECT.

1. Amount per hour LESS THAN £3.68 FOR AGE 16-17, £4.98 FOR AGE 18-20, £6.19 FOR AGE 21-24; MORE THAN £20 FOR ALL AGES
2. Amount per WEEK LESS THAN £58.88 FOR AGE 16-17, £79.68 FOR AGE 18-20, £99.04 FOR AGE 21-24; MORE THAN £700 FOR ALL AGES
3. Amount per MONTH LESS THAN £255 FOR AGE 16-17, £345 FOR AGE 18-20, £429 FOR AGE 21-24; MORE THAN £3,000 FOR ALL AGES
4. Amount per YEAR LESS THAN £3,061 FOR AGE 16-17, £4,143 FOR AGE 18-20, £5,150 FOR AGE 21-24; MORE THAN £36,400 FOR ALL AGES

ASK ALL CODING 4, 5, 6 OR 7 AT Q19

[IF CODE 7 AT Q19, FIRST LOOP: **Please think about one of your current jobs**  
 [IF CODE 7 AT Q19, SECOND LOOP: **Please think about [Q19 code 7 = 3 or more another; Q19 code 7 = 2 the other] of your current jobs**  
 [IF CODE 7 AT Q19, THIRD LOOP: **Please think about another of your current jobs**

**Q26. When did your current job start?**

ENTER MONTH AND YEAR

PLEASE ADD IN NOT APPLICABLE CODE AND ROUTE TO Q30 IF SELECTED

ASK ALL CODING 4, 5, 6 OR 7 AT Q19

**Q27a. What do you do in your job?**

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS. PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME

<b>Elementary occupations</b> (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
<b>Process, plant and machine operatives</b> (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
<b>Sales and customer service occupations</b> (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
<b>Caring, Leisure and Other Service Occupations</b> (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
<b>Skilled trades occupations</b> (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
<b>Administrative and secretarial occupations</b> (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
<b>Associate professional and technical occupations</b> (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
<b>Professional occupations</b> (eg. doctors, nurses, midwives, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
<b>Managers, Directors and senior officials</b> (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
<b>Other: Specify</b>	10

ASK ALL CODING 4, 5, 6 OR 7 Q19

**Q27b. What does the firm or organisation you currently work for mainly make or do? PROBE FULLY TO CODE TO SIC LEVEL 1.**

ASK ALL CODING 4, 5, 6 OR 7 Q19

**Q28. How many hours do you work on average per week?**

DO NOT READ OUT. WRITE IN AND CODE TO BAND. SINGLE CODE.

16 to 20 hours	1
21 to 25 hours	2
26 to 30 hours	3
31 to 35 hours	4
36 to 40 hours	5
More than 40 hours	6

ASK ALL CODING 4, 5, 6 OR 7 Q19

**Q29. Can you tell me what your usual pay is BEFORE any deductions for tax or national insurance? Please do not include bonuses, tips or overtime.**

DO NOT READ OUT. ENTER EXACT AMOUNT AND CODE FREQUENCY (HOURLY, WEEKLY, MONTHLY OR YEARLY). SINGLE CODE.

INTERVIEWER: RESPONDENTS MAY SAY IT IS 'MINIMUM WAGE'. IF THEY ARE AGED 16-17 THIS IS £3.68/HOUR. IF THEY ARE AGED 18-20 THIS IS £4.98/HOUR. IF THEY ARE AGED 21+ THIS IS £6.19/HOUR

ALLOW REF AND DK. NULL NOT ALLOWED.

PROBE FOR ESTIMATE IF NECESSARY.

IF INCOME VARIES, GIVE A RECENT EXAMPLE OF AN AMOUNT.

SOFT RANGE CHECK (CHECK IF OUTSIDE THESE RANGES): PLEASE CHECK WITH RESPONDENT THAT THIS FIGURE IS CORRECT.

1. Amount per hour LESS THAN £3.68 FOR AGE 16-17, £4.98 FOR AGE 18-20, £6.19 FOR AGE 21-24; MORE THAN £20 FOR ALL AGES
2. Amount per WEEK LESS THAN £58.88 FOR AGE 16-17, £79.68 FOR AGE 18-20, £99.04 FOR AGE 21-24; MORE THAN £700 FOR ALL AGES
3. Amount per MONTH LESS THAN £255 FOR AGE 16-17, £345 FOR AGE 18-20, £429 FOR AGE 21-24; MORE THAN £3,000 FOR ALL AGES
4. Amount per YEAR LESS THAN £3,061 FOR AGE 16-17, £4,143 FOR AGE 18-20, £5,150 FOR AGE 21-24; MORE THAN £36,400 FOR ALL AGES

ASK ALL

**Q30. Are you claiming or have you claimed any state benefits since you applied for a Jobs Growth Wales vacancy?**

DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Refused	3

ASK ALL CODING 1 AT Q30

**Q31. In total, for how many months have you claimed out-of-work benefits since you applied for a Jobs Growth Wales vacancy?**



ENTER NUMBER OF MONTHS. ENTER 0.25 FOR 1 WEEK, 0.5 FOR 2 WEEKS, 0.75 FOR 3 WEEKS AND 1 FOR FOUR WEEKS. ENTER 999 IF NOT APPLICABLE.

ASK ALL WHO CODE NOT 999 AT Q31

**Q32. Which of the following out-of-work benefits are you claiming or have you claimed?**

READ OUT. MULTICODE.

<b>Earnings from employment or self-employment</b>	1
<b>Savings</b>	2
<b>Child Benefit</b>	3
<b>Income Support</b>	4
<b>Tax Credits</b>	5
<b>Employment Support Allowance (ESA)</b> INTERVIEWER: This is for those who are ill/disabled and cannot work	6
<b>Jobseeker's Allowance (JSA)</b>	7
<b>Universal Credit</b>	8
<b>Other State Benefits</b>	9
<b>Other kinds of regular allowance from outside the household</b>	10
<b>Other household income e.g. parent's or spouse's salary</b>	11
<b>Other sources (specify)</b>	12
<b>No source of income</b>	12
<b>Don't know</b>	12

ASK ALL WHO CODE >0 AT Q20

**Q33. To what extent do you think that what you learned through applying for a Jobs Growth Wales job has helped you to get the job or jobs you have had since then?**

READ OUT. SINGLE CODE. REVERSE SCALE.

<b>A great deal</b>	1
<b>A fair amount</b>	2
<b>Not very much</b>	3
<b>Not at all</b>	4
<b>Don't know</b>	5

**SECTION D: CLOSE**

**READ OUT: Finally, we would just like to finish with a few questions about you, and about your family when you were growing up.**

ASK ALL

**Q34. To what extent do you agree or disagree with the following statements?**

READ OUT. SINGLE CODE. RANDOMISE ORDER OF STATEMENTS. REVERSE SCALE.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion/ don't know
a) It is important to me to earn my own money, rather than rely on benefits or other people	1	2	3	4	5	6
b) I am a happier, more fulfilled person when I am in paid work	1	2	3	4	5	6
c) It is normal to be out of paid work where I live	1	2	3	4	5	6
d) There just aren't enough vacancies for everyone at the moment	1	2	3	4	5	6

ASK ALL

**Q36. Who lived in your home when you were a child between the ages of around 8 and 15?**

MULTICODE OK

<b>My mother</b>	1
<b>My stepmother</b>	2
<b>My foster mother</b>	3
<b>My father</b>	4
<b>My stepfather</b>	5
<b>My foster father</b>	6
<b>My brother/s</b>	7
<b>My sisters/s</b>	8
<b>Somebody else</b> (write in ONLY if respondent specifies)	9
<b>Refused</b>	10

ASK ALL WHO LIVED WITH MOTHER/STEPMOTHER/FOSTER MOTHER (CODE 1 TO 3) AT Q36

**Q37a. Which of the following best describes what your [INSERT RESPONSE FROM Q36 mother/stepmother/foster mother] did at this time?**

READ OUT. SINGLE CODE ONLY. REVERSE.

<b>Was unemployed most of the</b>	1
-----------------------------------	---

time	
Spent most of the time working full-time	2
Spent most of the time working part-time	3
Spent about as much time working as not working	4
Looked after the house/family	5
Something else (specify)	6
Don't know	7
Refused	8

**ASK ALL WHO LIVED WITH FATHER/STEPFATHER/FOSTER FATHER (CODE 4 TO 6) AT Q36**

**Q37b. Which of the following best describes what your [ADD RESPONSE FROM Q36 father/step father/foster father] did at this time?**  
**READ OUT. SINGLE CODE ONLY. REVERSE CODE 1 TO 5.**

Was unemployed most of the time	1
Spent most of the time working full-time	2
Spent most of the time working part-time	3
Spent about as much time working as not working	4
Looked after the house/family	5
Something else (specify)	6
Don't know	7
Refused	8

ASK ALL

**Q38. Code gender. DO NOT ASK.**  
**DO NOT READ OUT. SINGLE CODE**

Male	1
Female	2

ASK ALL

**Q39. Are you still living in Wales?**  
**DO NOT READ OUT. SINGLE CODE**

Yes	1
No	2

**Q40. Thank you for taking part in this survey. Your views are feeding into a body of research that is very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales. Ipsos MORI will be carrying out follow-up research over the next 2 years as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you**

**again in the future about how you have got on. Would you be willing for Ipsos MORI to re-contact you for further research as part of this project in the next 2 years?**

DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing	1
No – would not be willing	2

ASK ALL

**Q41. Finally, we would like to be able to link the results of the survey with other datasets, such as the Annual Population Survey, to further understand the impact of the Jobs Growth Wales programme. Would you be willing to allow the Welsh Government and/or Ipsos MORI to carry out this data linking?**

DO NOT READ OUT. MULTICODE OK CODES 1 AND 2

Yes – would be willing for the Welsh Government to carry out data linking	1
Yes – would be willing for Ipsos MORI to carry out data linking	2
No – would not be willing	3

**THANK AND CLOSE**

## Employer survey

### INTRODUCTION

Good morning / afternoon / evening. My name is ..... from Ipsos MORI, the research organisation, and we are conducting a survey on behalf of the Welsh Government about Jobs Growth Wales.

ASK ALL

**S1. Could I please confirm that your organisation hired a young person through Jobs Growth Wales and that you are the person within your organisation who organised this recruitment?**

*IF NOT, REQUEST TO SPEAK TO THE PERSON WHO DID ORGANISE RECRUITMENT THROUGH JOBS GROWTH WALES. REPEAT INTRO IF REQUIRED.*

Your views are important as they help the Welsh Government to understand the effectiveness of Jobs Growth Wales in supporting Welsh organisations and businesses and helping young people into work.

It should take around 15 minutes to complete the survey.

I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for research purposes only. It will not be possible to identify any particular individual or organisation in the results.

ASK ALL

**S2. Are you happy to conduct the interview in English, or would you prefer to do so in Welsh?**

SINGLE CODE

English – continue	1
Welsh – book appointment	2

### SECTION A: BACKGROUND TO ENGAGEMENT WITH JOBS GROWTH WALES

**READ OUT:** When answering the questions in this survey, if your organisation is spread over multiple sites, please think about your site rather than the organisation as a whole. These first questions focus on the circumstances of your business or organisation at the time you first heard about Jobs Growth Wales.

ASK ALL

**Q1. Would you classify your business or organisation as...?**

READ OUT. SINGLE CODE

<b>One that is MAINLY seeking to make a profit</b>	1
<b>A charity or voluntary sector organisation or a social enterprise</b>	2
<b>A local government or central government financed body</b> ADD IF NECESSARY: such as a service provided or funded by	3

<b>the council such as a leisure centre, social care, waste or environmental health services</b>	
--	--

ASK ALL

**Q2. How did you first hear about the Jobs Growth Wales programme?**

DO NOT READ OUT. MULTICODE.

I was approached directly by a training provider	1
I was approached directly by a University or Higher Education Institution	2
I was approached by a third sector organisation or charity	3
Through an employer networking event	4
Chamber of commerce	5
Business advisor (including BETS Regional Centres)	6
Television or radio	7
Leaflet or other advertising	8
Jobs Growth Wales website	9
Careers Wales website	10
Through participating in another Welsh Government skills or training programme, such as Traineeships, Steps to Employment or the Young Recruits Programme	11
Through delivering Jobs Growth Wales or another Welsh Government skills or training programme, such as Traineeships, Steps to Employment or the Young Recruits Programme	12
Another employer	13
Other (Specify):	14
Don't know/can't remember	15

ASK IF CODE 1 AT Q1

**Q3. Prior to hearing about Jobs Growth Wales, how would you describe your plans for the business? Were you planning to...?**

READ OUT. MULTICODE, BUT DO NOT ALLOW MULTICODE FOR CODES 5 AND 6. REVERSE.

<b>Grow from your existing customer base</b>	1
<b>Move into new markets locally</b>	2
<b>Move into new markets within the UK</b>	3
<b>Move into new markets in the EU or internationally</b>	4
<b>Maintain current levels of sales</b>	5
<b>Reduce sales</b>	6
Don't know/can't remember	7
Not applicable	8

ASK IF CODE 2 OR 3 AT Q1

**Q4. Prior to hearing about Jobs Growth Wales, how confident were you that your organisation would be successful in meeting its main objectives over the next 12 months? Were you...**

READ OUT. SINGLE CODE. REVERSE SCALE.

<b>Very confident</b>	1
<b>Fairly confident</b>	2
<b>Not very confident</b>	3
<b>Not at all confident</b>	4

Don't know/can't remember	5
---------------------------	---

ASK IF CODE 2 OR 3 AT Q1

**Q5. And prior to hearing about Jobs Growth Wales, did you think your organisation would have sufficient or insufficient resources to meet its main objectives over the following 12 months?**

DO NOT READ OUT. SINGLE CODE.

Sufficient	1
Insufficient	2
Don't know/can't remember	3
Not applicable	4

ASK ALL

**Q6. And prior to hearing about Jobs Growth Wales, how would you describe your business's or organisation's recruitment plans for the following 12 months? Were you planning to recruit...**

READ OUT 1-5. MULTICODE. REVERSE CODES 1 TO 5

<b>Temporary staff at an entry level</b>	1
<b>Permanent staff at entry level</b>	2
<b>Experienced temporary staff</b>	3
<b>Experienced permanent staff</b>	4
<b>Apprentices</b> INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training	5
None of these - we had no recruitment plans (DO NOT READ OUT)	6
Don't know/can't remember	7

ASK ALL

**Q7. Why did your business or organisation decide to recruit through Jobs Growth Wales? Please tell me all the reasons.**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY: **Why else?**

INTERVIEWER NOTE: Please probe on why they used Jobs Growth Wales specifically to recruit (not why they decided to recruit generally as they could have recruited through other avenues).

We had insufficient staff capacity to cope with our workload	1
Temporary recruits would help free up time to pursue other projects	2
We could not afford to recruit and train inexperienced staff through normal recruitment mechanisms	3
We wanted to avoid the costs of recruiting new staff	4
We wanted assistance with recruiting entry level staff	5
We wanted to help young people gain work experience	6
The financial assistance with wages was attractive	7
Wanted to take on temporary staff	8
Other: (specify)	9
Don't know/ can't remember	10

ASK ALL

**Q8. And at the time, what did you consider to be the risks, if any, involved in recruiting through Jobs Growth Wales? Please tell me all the risks.**

DO NOT READ OUT. MULTICODE OK. PROBE FULLY

There may be insufficient work for recruits to do	1
The cost of training may be too high	2
The cost of supervision may be too high	3
Recruits may be too inexperienced to perform their role effectively	4
The skills levels of recruits may be too low to perform their role effectively	5
Recruits may not have sufficiently high levels of education to perform their role effectively	6
Recruits may have a damaging effect on business or organisational performance	7
Recruits may leave the business/organisation	8
Might not get the right employee for the job	9
Recruits might not have a good working ethos	10
We did not consider there to be any risks	11
Other: (specify)	12
Don't know/can't remember	13

ASK ALL

**Q9. Before deciding to recruit through Jobs Growth Wales, had your business or organisation previously hired employees through Welsh and/or UK Government-funded skills, training or employment programmes?**

DO NOT READ OUT. SINGLE CODE

INTERVIEWER NOTE: If the organisation has previously *delivered* Welsh and/or UK Government-funded skills and training programmes, please ask if they have hired through them. If yes, code 1; if no, code 2.

Yes	1
No	2
Don't know	3



## SECTION B: RECRUITMENT THROUGH JOBS GROWTH WALES

READ OUT: We now have some questions about the process of recruiting temporary workers through the Jobs Growth Wales programme.

IF ALSO MANAGING AGENT: Throughout the survey we will be talking about the recruits that you have hired. Please only refer to the recruits your organisation has directly hired.

ASK ALL

**Q10. At the beginning of the process, how many young people did your business or organisation want to recruit through the Jobs Growth Wales programme?**

ENTER NUMBER OF RECRUITS.

SOFT CHECK IF MORE THAN 10: Can I please confirm that you wanted to recruit [answer to Q10] young people in total?

ASK ALL

**Q11. Of these, how many positions were aimed at graduates?**

ENTER NUMBER OF RECRUITS.

HARD CHECK: CANNOT BE MORE THAN NUMBER ENTERED FOR Q10

ASK ALL

**Q12. In total, how many vacancies did you advertise through Jobs Growth Wales?**

ENTER NUMBER OF VACANCIES.

SOFT CHECK IF MORE THAN 5: Can I please confirm that you advertised [answer to Q12] vacancies through Jobs Growth Wales?

SOFT CHECK IF 1: Can I please confirm that you advertised one vacancy and you filled this vacancy through Jobs Growth Wales?

SOFT CHECK IF Q12>Q10: Can I please confirm that you advertised [answer to Q12] vacancies through Jobs Growth Wales?

ASK ALL

**Q13. And at the beginning, what did you envisage would happen at the end of the six-month temporary job or jobs? This is what you expected to happen, rather than what did happen.**

READ OUT. SINGLE CODE IF Q12=1; MULTICODE IF Q12>1. RANDOMISE 1 TO 4

<b>All or some temporary posts would become permanent</b>	1
<b>Recruits would move onto other roles within my business or organisation</b>	2
<b>We would offer recruits Apprenticeships</b> INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training	3
<b>Recruits would stop working at my organisation</b>	4
Don't know/hadn't thought about it	5

ASK IF Q12>1

**Q14. Did you manage to fill all of the vacancies that you advertised through Jobs Growth Wales?**

READ OUT. SINGLE CODE ONLY.

<b>Yes – all of them</b>	1
<b>No – only some of them were filled</b>	2
<b>No – only one of them was filled</b>	3
Don't know	4

SOFT CHECK IF CODE 1: **Just to check, you filled [INSERT CODE FROM Q12] vacancies through Jobs Growth Wales?**

ASK IF CODE 2 OR 3 AT Q14

**Q15. Why could you not fill all of the vacancies that you advertised through Jobs Growth Wales?**

DO NOT READ OUT. MULTICODE OK FOR CODES 1, 2, 3 AND 4; SINGLE CODE ONLY FOR CODE 5. PROBE FULLY.

We did not receive enough applications	1
The quality of applicants was too low	2
There was a change of circumstances and we could no longer recruit a temporary worker through Jobs Growth Wales	3
Other (specify)	4
Don't know/can't remember	5

ASK IF CODE 2 OR 3 AT Q14

**Q16. What did you do to fill the position or positions that you could not fill through Jobs Growth Wales?**

DO NOT READ OUT. MULTICODE.

We filled all positions through normal recruitment mechanisms	1
We filled some positions through normal recruitment mechanisms	2
We left the position(s) unfilled	3
We moved someone internally	4
Other: (Specify)	5
Don't know/can't remember	6

ASK IF Q12>1 AND CODE 2 AT Q14

**Q17. In total, how many employees did your business or organisation recruit temporarily through Jobs Growth Wales? Please include any who left or dropped out part way through the temporary job.**

ENTER NUMBER. SINGLE CODE ONLY.

SOFT CHECK IF 0 OR MORE THAN 5 OR MORE THAN Q12: **Can I please confirm that you recruited [answer to Q17] employees through Jobs Growth Wales?**

Add dummy variable based on Q12 (if =1), Q14 (if CODE 1 - please take response from Q12, if CODE 3 - should be 1), and Q17 (for all others).

ASK ALL

**Q18. What were the most important factors you took into account when deciding which [Q12=1 OR Q14=3 candidate to offer a Jobs Growth Wales job; Q14=1 OR 2 candidates to offer Jobs Growth Wales jobs]?**

DO NOT READ OUT. MULTICODE.

Characteristics of candidates, such as age	1
Educational background and qualifications of candidates	2
Whether candidates had skills required to do job effectively	3
Previous work experience of candidates	4
Duration of unemployment of candidates	5
Personal attributes of candidates, such as confidence	6
Fit of candidates with existing staff	7
Their CV	8
The recruitment selection criteria for your business or organisation	9
The way they present themselves	10
Ability to turn up on time	11
Other (Specify)	12
Don't know/can't remember	13

ASK ALL

**Q19. [IF DUMMY VARIABLE > 1] How many, if any, of the temporary employees you recruited through Jobs Growth Wales left more than 2 weeks before the end of their 6-month contracts?**

ENTER NUMBER. IF NONE WRITE IN 0.

IF Q19=DUMMY VARIABLE, GO TO SECTION F (Q48intro)

**[IF DUMMY VARIABLE = 1] Did the employee you recruited through Jobs Growth Wales leave more than two weeks before the end of their 6-month contract?**

Yes	1
No	2
Don't know/can't remember	3

IF CODE 1, GO TO SECTION F (Q48intro)

IF CODE 2 OR 3, GO TO Q22

Q20. THIS QUESTION IS BLANK

Q21. THIS QUESTION IS BLANK

## SECTION C: WORKERS HIRED THROUGH JOBS GROWTH WALES

READ OUT: Moving on, I would now like to ask you some questions about your experiences of the [Q12=1 OR Q14=3 worker; Q14=1 OR 2 workers] you hired through the Jobs Growth Wales programme.

IF ALSO MANAGING AGENT: Again, please only refer to the recruits your organisation has directly hired.

ASK ALL

**Q22. What type of work did the [Q12=1 OR Q14=3 Jobs Growth Wales recruit; Q14=1 OR 2 majority of Jobs Growth Wales recruits] perform?**

READ OUT. MULTICODE. RANDOMISE.

<b>Basic administrative, clerical or manual tasks to support permanent staff</b>	1
<b>Tasks and responsibilities associated with entry level positions in your workplace</b>	2
<b>Tasks and responsibilities associated with experienced positions in your workplace</b>	3
<b>A role supporting the delivery of a specific project or investment outside the routine activities of your business or organisation</b>	4
Don't know	5

ASK ALL

**Q23. Which of the following best describes the [Q12=1 OR Q14=3 worker; Q14=1 OR 2 majority of workers] you recruited through Jobs Growth Wales at the point they started their temporary [Q12=1 OR Q14=3 job; Q14=1 OR 2 jobs]? Did the recruit(s)...**

READ OUT 1-3. SINGLE CODE. REVERSE.

INTERVIEWER NOTE: If the interviewee cannot decide what the needs of the *majority* of workers were, please code as 4, but please do not read this out.

<b>Have all the skills, education and work experience required to effectively perform the role</b>	1
<b>Have sufficiently high levels of skills and education, but needed work experience</b>	2
<b>Have fundamental skills gaps such as basic literacy and numeracy that hindered their ability to perform the role</b>	3
[IF Q14=1 OR 2] It varied among recruits (DO NOT READ OUT)	4
Don't know/ can't remember	5

ASK ALL

**Q24. And which of the following best describes their training needs to make an effective contribution to the organisation? Did the recruit(s) require...?**

READ OUT 1-4. SINGLE CODE. REVERSE

INTERVIEWER NOTE: If the interviewee cannot decide what the needs of the *majority* of workers were, please code as 5, but please do not read this out.

<b>No training</b>	1
<b>Minimal training</b>	2
<b>Moderate amount of training</b>	3
<b>Significant amount of training</b>	4

[IF Q14=1 OR 2] It varied among recruits (DO NOT READ OUT)	5
Don't know/can't remember	6

ASK ALL

**Q25. Did the [Q12=1 OR Q14=3 worker; Q14=1 OR 2 workers] you recruited through Jobs Growth Wales receive any of the following types of training during their six month temporary [Q12=1 OR Q14=3 job; Q14=1 OR 2 jobs]?**  
 READ OUT. MULTICODE OK. RANDOMISE 1-4 AND RANDOMISE 5 BETWEEN FIRST AND LAST.

<b>Informal on-the-job training including mentoring</b>	1
<b>Formal off-the-job health and safety training</b>	2
<b>Formal off-the-job training to improve skills required for the job</b>	3
<b>Formal off-the-job training about the company including induction training</b>	4
<b>They did not receive any training – SINGLE CODE ONLY</b>	5
Other (specify)	6
Don't know	7

ASK IF CODE 3 AT Q25

**Q26. I now want you to think about the off-the-job training to improve the skills of the workers, by that we mean training away from recruits' immediate work positions, whether on your premises or elsewhere. How many days of off-the-job skills training have you provided [Q12=1 OR Q14=3 the worker; Q14=1 OR 2 on average for each worker] you recruited through Jobs Growth Wales?**  
 DO NOT READ OUT. SINGLE CODE ONLY.  
 INTERVIEWER NOTE: IF RESPONDENT SAYS 'A WEEK' OR 'TWO WEEKS' ASK 'How many working days is that?' AND CODE TO BAND

Less than 1 day	1
1 day	2
2 days	3
3-4 days	4
5-6 days	5
7-8 days	6
9-10 days	7
11-15 days	8
16-20 days	9
More than 20 days	10
Don't know	11

ASK IF CODE 3 AT Q25

**Q27. To date, have you incurred any additional financial costs as a result of the off-the-job skills training you provided –costs that you have specifically incurred because you hired [Q12=1 OR Q14=3 a worker; Q14=1 OR 2 workers] through Jobs Growth Wales? Please include any costs incurred from internal staff who delivered the training being taken away from their day-to-day work, as well as any fees to external providers of training courses.**  
 DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT Q27

**Q28. Approximately, what is the additional training cost [Q14=1 OR 2 in total for all Jobs Growth Wales recruits] to date?**

DO NOT READ OUT. SINGLE CODE ONLY.

Less than £300	1
£300-£499.99	2
£500-£799.99	3
£800-£999.99	4
£1000-£1499.99	5
£1500-£1999.99	6
£2000-£4999.99	7
More than £5000	8
Don't know/can't remember	9

ASK ALL

**Q29. [Q14=1 OR 2 On average, for all those recruited through Jobs Growth Wales], approximately how many hours per week did line managers spend supervising [Q12=1 OR Q14=3 the recruit; Q14=1 OR 2 each recruit], hours that would otherwise have been spent doing their day-to-day job?**

ENTER NUMBER.

SOFT CHECK IF OVER 40 HOURS: **Can I please confirm that line managers spent [answer to Q29] hours per week supervising recruits?**

Needed constant supervision	998
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ASK ALL

**Q30. If you had not recruited [Q12=1 OR Q14=3 a temporary worker; Q14=1 OR 2 temporary workers] through the Jobs Growth Wales programme, how would their work have been completed? Would you have...**

READ OUT 1-6. RANDOMISE CODES 1 TO 5. MULTICODE OK IF Q14=1 OR 2.

<b>Hired workers with similar levels of experience through normal recruitment processes</b>	1
<b>Hired apprentices</b> INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training	2
<b>Hired workers with greater levels of experience through normal recruitment processes</b>	3
<b>Hired workers at a later date</b>	4
<b>Used existing staff to complete their work</b>	5
<b>Their work would not have been completed</b>	6
Other (specify)	7
Don't know/can't remember	8

## SECTION D: IMPACT OF JOBS GROWTH WALES

**READ OUT:** I now have some questions about what impact you think recruiting [Q12=1 OR Q14=3 a new worker; Q14=1 OR 2 new workers] through Jobs Growth Wales has had on your business or organisation.

**IF ALSO MANAGING AGENT:** Again, please only refer to the recruits your organisation has directly hired.

ASK ALL

**Q31. Overall, what were the main benefits, if any, to your business or organisation as a result of recruiting [Q12=1 OR Q14=3 a worker; Q14=1 OR 2 workers] through Jobs Growth Wales?**

DO NOT READ OUT. MULTICODE. PROBE FULLY.

Cost savings through reduced recruitment costs	1
Cost savings through reduced wage bills	2
It has freed up the time of senior staff to focus on other things	3
It has enabled us to introduce more efficient processes	4
It has enabled us to develop new products or services	5
It helped us acquire new sales, grants, or other income	6
It improved the reputation of our business or organisation	7
It helped permanent staff gain line management / mentoring skills	8
It helped us cope with the work we already had in house	9
It has enabled us to grow	10
It has enabled us to fill a staff skills gap	11
Other (specify):	12
There were no benefits	13
Don't know	14

ASK IF NOT CODE 6 AT Q31

**Q32. Did recruitment of [Q12=1 OR Q14=3 a worker; Q14=1 OR 2 workers] through Jobs Growth Wales help you secure any additional sales, grants or income either directly or indirectly?**

DO NOT READ OUT. SINGLE CODE

Yes	1
No	2
Don't know	3

ASK IF CODE 6 AT Q31 OR CODE 1 AT Q32

**Q33. Approximately how much additional income, grants or sales were you able to secure during the period the Jobs Growth Wales [Q12=1 OR Q14=3 recruit was; Q14=1 OR 2 recruits were] working for your business or organisation?**

ENTER VALUE IN £s

ASK ALL

**Q34. Overall, what were the main disadvantages, if any, to your business or organisation of having hired [Q12=1 OR Q14=3 a worker; Q14=1 OR 2 workers] through Jobs Growth Wales?**

INTERVIEWER NOTE: PLEASE RECORD DISADVANTAGES OF SPECIFICALLY HAVING HIRED THROUGH JOB GROWTH WALES, RATHER THAN THOSE THEY MAY ALSO EXPERIENCE WHEN HIRING ENTRY LEVEL STAFF THROUGH NORMAL RECRUITMENT PROCESSES.  
DO NOT READ OUT. MULTICODE. PROBE FULLY.

Recruits required too much training	1
Recruits did not fit well with the existing team	2
Recruits required too much supervision	3
Recruits were not sufficiently disciplined / did not work hard enough / did not have a good working ethos	4
Recruits were too inexperienced to perform their role effectively	5
Recruits were a burden on senior staff time	6
The skills levels of recruits was too low to perform their role effectively	7
Recruits had a damaging effect on business or organisational performance	8
Recruits did not stay with the business/organisation for very long	9
Other (specify):	10
There were no disadvantages	11
Don't know	12

## SECTION E: POST PLACEMENT

ASK IF CODE 1 OR 2 AT Q14

**Q35. Have the six month periods associated with the temporary jobs you filled through Jobs Growth Wales come to an end?**

READ OUT. SINGLE CODE

Yes – for all jobs	1
Yes – for some jobs	2
No	3
Don't know	4

ASK IF CODE 1 AT Q12 OR CODE 3 AT Q14

**Q36. Has the six month period associated with the temporary job you filled through Jobs Growth Wales come to an end?**

SINGLE CODE

Yes	1
No	2
Don't know	3

ASK IF CODE 1 OR 2 AT Q35

IF CODE 2 AT Q35, PLEASE READ ADDITIONAL INTRO TEXT: **You mentioned that some of the temporary jobs have already come to an end.**

**Q37. What happened at the end of the six month contracts? Can you tell me how many recruits you...**

READ OUT. RANDOMISE A TO D AND RANDOMISE E BETWEEN FIRST AND LAST. WRITE IN.



	ENTER NUMBER	Don't know
<b>a) Offered permanent positions in the same roles</b>		999
<b>b) Offered permanent positions in different roles</b>		999
<b>c) Offered further temporary contracts</b>		999
<b>d) Offered apprenticeships</b> INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training		999
<b>e) Did not offer any further employment</b>		999

HARD CHECK: SUM a-e CANNOT EXCEED DUMMY VARIABLE

ASK IF CODE 1 AT 36

**Q38. What happened at the end of the six month contract?**

READ OUT. SINGLE CODE ONLY. RANDOMISE 1 TO 4 AND RANDOMISE 5 BETWEEN FIRST AND LAST

<b>Recruit was offered a permanent position in the same role</b>	1
<b>Recruit was offered a permanent position in a different role</b>	2
<b>Recruit was offered a further temporary contract</b>	3
<b>Recruit was offered an apprenticeship</b> INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training	4
<b>Recruit was not offered any further employment</b>	5
Don't know	6

ASK IF CODE >0 AT Q37a, b, c or d

**Q39. How many recruits accepted their offers?**

ENTER NUMBER. CODE 998 FOR "Recruits are currently considering the offers" AND 999 FOR 'DON'T KNOW'

HARD CHECK: CANNOT BE MORE THAN SUM OF Q37a, b, c and d (excluding 999)

ASK IF CODE 1, 2, 3, or 4 AT Q38

**Q40. Did the recruit accept the offer?**

READ OUT. SINGLE CODE

<b>Yes</b>	1
<b>No</b>	2
<b>Recruit is currently considering the offer</b>	3
Don't know	4

ASK IF CODE >1 AT Q39

**Q41. Now I would like you to think about whether or not the jobs accepted by Jobs Growth Wales recruits would have existed in your business or organisation if you had not initially recruited through Jobs Growth Wales. Can**

**you please tell me how many of the jobs accepted by Jobs Growth Wales recruits...**

RANDOMISE D BETWEEN FIRST AND LAST

	ENTER NUMBER	Don't know
<b>a) would have been created at this time anyway</b>		999
<b>b) already existed but were being performed by another member of staff who is leaving or has left the organisation</b>		999
<b>c) would have been created at a later date</b>		999
<b>d) would not have been created</b>		999

HARD CHECK: SUM a-d CANNOT EXCEED RESPONSE TO Q39 (EXCLUDING CODES 998 AND 999)

ASK IF CODE 1 AT Q39 OR CODE 1 AT Q40

**Q42. Would this job have existed in your business or organisation if you had not initially recruited a worker through Jobs Growth Wales?**

READ OUT. SINGLE CODE. RANDOMISE 1 TO 3 AND RANDOMISE 4 BETWEEN FIRST AND LAST

<b>Yes – we would have created this job at this time anyway</b>	1
<b>Yes – the recruit replaces a member of staff leaving the organisation</b>	2
<b>Yes – but we would have created this job at a later date</b>	3
<b>No – we would not have created this job</b>	4
Don't know	5

ASK IF CODE 2 AT Q20, CODE >0 AT Q37e OR CODE 5 AT Q38

**Q43. Why did you not retain [Q38=5 the recruit; Q37e>0 some or all of the recruits] you hired?**

DO NOT READ OUT. MULTICODE OK.

There was insufficient work for the recruits to do	1
Recruits were unable to perform the tasks required for their position to a sufficient standard	2
Recruits left to join another organisation	3
Recruits did not fit well with the existing team	4
Recruits required too much supervision	5
Recruits were not sufficiently disciplined or did not work hard enough	6
Cannot afford to pay wages for additional staff	7
Other (Specify):	8
Don't know	9

ASK IF CODE 2 OR 3 AT Q35

IF CODE 2 AT Q35, PLEASE READ ADDITIONAL INTRO TEXT: **You mentioned that some of the temporary jobs have not yet come to an end.**

**Q44. What do you plan to do at the end of the six month contracts? Can you tell me how many recruits you plan to...**

READ OUT RANDOMISE A TO D AND RANDOMISE E BETWEEN FIRST AND LAST. ENTER NUMBER OF RECRUITS FOR EACH STATEMENT.

	ENTER NUMBER	Don't know
<b>a) Offer permanent positions in the same roles</b>		999
<b>b) Offer permanent positions in different roles</b>		999
<b>c) Offer further temporary contracts</b>		999
<b>d) Offer apprenticeships</b> INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training		999
<b>e) Not offer further employment</b>		999

HARD CHECK: SUM a-e CANNOT EXCEED DUMMY VARIABLE

ASK IF CODE 2 AT Q36

**Q45. What do you plan to do at the end of the six month contract?**

READ OUT. SINGLE CODE ONLY. RANDOMISE 1 TO 4 AND RANDOMISE 5 BETWEEN FIRST AND LAST.

<b>Offer recruit a permanent position in the same role</b>	1
<b>Offer recruit a permanent position in a different role</b>	2
<b>Offer recruit a further temporary contract</b>	3
<b>Offer recruit an apprenticeship</b> INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training	4
<b>Not offer recruit further employment</b>	5
Don't know	6

ASK IF CODE >0 AT Q44e OR CODE 5 AT Q45

INTRO TEXT FOR THOSE CODING >0 AT Q44e: **You mentioned that you do not plan to retain some or all of the recruits you hired through Jobs Growth Wales.**

**Q46. Why will you not retain [CODE 5 AT Q45 the recruit; Q44e >0 some or all of the recruits] you hired?**

DO NOT READ OUT. MULTICODE OK.

There is insufficient work for the recruits to do	1
Recruits are unable to perform the tasks required for their position to a sufficient standard	2
Recruits plan to leave to join another organisation	3
Recruits do not fit well with the existing team	4
Recruits require too much supervision	5
Recruits are not sufficiently disciplined or do not work hard enough	6
Cannot afford to pay wages for additional staff	7
Other (Specify):	8

Don't know	9
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ASK ALL

**Q47. As a result of your experiences of recruiting through Jobs Growth Wales, would you say in the future you are more or less likely to recruit...**

- a) Young people?
- b) Those with low levels of work experience?
- c) Apprentices? INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training

ASK THOSE IN SAMPLE TYPE 4 ONLY

- d) Graduates

READ OUT. SINGLE CODE. REVERSE SCALE.

<b>Much more likely</b>	1
<b>Slightly more likely</b>	2
<b>About the same</b>	3
<b>Slightly less likely</b>	4
<b>Much less likely</b>	5
Don't know	6

## SECTION F: CLOSE

READ OUT: I would like to finish the interview with some questions about your business or organisation. For all these questions, if your organisation is spread over multiple sites, please think about your site rather than the organisation as a whole.

ASK ALL

**Q48. Is your organisation still based in Wales?**

DO NOT READ OUT. SINGLE CODE

Yes	1
No	2
Don't know	3

ASK ALL

**Q48b. What does the firm or organisation you work for mainly make or do?**

PROBE FULLY TO CODE TO LEVEL 1 SIC.

ASK ALL

**Q49. How many people does your organisation employ at your site? Please give me the number of paid employees and, if applicable, the number of unpaid volunteers. ADD IF NECESSARY: By paid employees I mean both full-time and part-time employees on your payroll including any owners.**

ENTER NUMBER. ENTER 999 IF DON'T KNOW/REFUSED

Paid employees	
Unpaid volunteers	

ASK IF 999 AT Q49

**Q50. Does the number of paid employees in your organisation fall into one of the following bands?**

READ OUT. SINGLE CODE.

<b>2-4</b>	1
<b>5-9</b>	2
<b>10-24</b>	3
<b>25-49</b>	4
<b>50-249</b>	5
<b>Over 250</b>	6
Don't know	7

ASK ALL

**Q51. What was the annual turnover of your site at the time you created the Jobs Growth Wales vacancy?**

ENTER VALUE IN £S. ENTER 999 IF DON'T KNOW/REFUSED

ASK IF 999 AT Q51

**Q52. If you had to estimate the annual turnover of your site at the time you created [Q12=1 OR Q14=3 the; Q14=1 OR 2 your first] Jobs Growth Wales vacancy, into which of the following bands would you put your business or organisation?**

READ OUT. SINGLE CODE ONLY.

<b>£0</b>	1
<b>Less than £100,000</b>	2
<b>£100,000 – less than £500,000</b>	3
<b>£500,000 – less than £2 million</b>	4
<b>£2 million – less than £10 million</b>	5
<b>£10 million – less than £50 million</b>	6
<b>£50 million or more</b>	7
Don't know	8
Refused	9

ASK ALL

**Q53. What percentage...**

- a) of the annual turnover of your site is spent on purchasing goods or services - including the costs of leasing and maintaining your premises?
- b) of your site's purchases (by value) are from suppliers based in Wales?
- c) of your main competitors by market share, are based in Wales?
- d) of your sales are to customers based in Wales?

DO NOT READ OUT. SINGLE CODE ONLY

0%	1
1 to 20%	2
21 to 40%	3
41 to 60%	4
61 to 80%	5
81 to 99%	6
100%	7
Don't know	8

ROUTE TO EARLY LEAVERS EMPLOYER BOLT-ON IF >0 AT Q19

**Q54. Thank you for taking part in this survey. Your views are feeding into a body of research that is very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in supporting Welsh organisations and businesses and helping young people into work. Ipsos MORI will be carrying out follow-up research over the next 2 years as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you again in the future about how you have got on. Would you be willing for Ipsos MORI to re-contact you for further research as part of this project in the next 2 years?**

DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing	1
No – would not be willing	2

ASK ALL

**Q55. Finally, we would like to be able to link the results of the survey with other datasets to further understand the characteristics of organisations who have filled vacancies under the Jobs Growth Wales programme. Would you be willing to allow the Welsh Government and/or Ipsos MORI to carry out this data linking?**

DO NOT READ OUT. MULTICODE OK CODES 1 AND 2

Yes – would be willing for the Welsh Government to carry out data linking	1
Yes – would be willing for Ipsos MORI to carry out data linking	2
No – would not be willing	3

**THANK AND CLOSE**

## Stakeholder discussion guide

### Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

### Objectives of stakeholder interviews

The stakeholder interviews will capture evaluation objectives related to the policy design process, implementation of the programme and cost-benefit analysis. These include:

- Explore the strength of the rationale for the programme
- Explore the strengths and weaknesses of the procurement process
- Explore strengths and challenges in the implementation process

### Overview of interview structure

Section	Aims	Timing
<b>1. Introduction and roles &amp; responsibilities</b>	<ul style="list-style-type: none"><li>• Orientate the interviewee and outline the 'rules' of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li></ul>	5 mins
<b>2. Policy design process</b>	<ul style="list-style-type: none"><li>• Explore the process of designing JGW</li></ul>	10 mins
<b>3. Procurement</b>	<ul style="list-style-type: none"><li>• Explore the procurement process for the delivery of JGW</li></ul>	5-10 mins
<b>4. Programme implementation</b>	<ul style="list-style-type: none"><li>• Explore the extent to which implementation mirrors expectations</li><li>• Explore strengths and challenges in the implementation process</li></ul>	10 mins
<b>5. Last remarks, thanks and close</b>	<ul style="list-style-type: none"><li>• Capture any final thoughts, ensure closure for interview participant</li></ul>	3-5 mins

## Detailed guide

1. Introduction and roles & responsibilities	5 mins
<p><b><u>Introduction</u></b></p> <p><b>Thank participant for taking part</b></p> <p><b>Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government</b></p> <p><b>Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid</b></p> <p><b>Explain confidentiality</b></p> <p><b><u>Role and responsibilities</u></b></p> <p><b>1.1 Can you tell me a little bit about your role and your involvement in Jobs Growth Wales?</b></p> <ul style="list-style-type: none"><li>→ How long have you been in your current role?</li><li>→ Which strands have you mainly been involved with?</li><li>→ How were you involved in designing the programme, or the procurement process?</li></ul>	<ul style="list-style-type: none"><li>• Orientates the interviewee, gets them prepared to take part in the interview</li><li>• Outlines the ‘rules’ of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li><li>• Guides line of questioning in relation to role of interviewee</li></ul>
2. Policy design process (where relevant)	10 mins
<p><b>2.1 In your view, what was the rationale for funding the Jobs Growth Wales programme?</b></p> <ul style="list-style-type: none"><li>→ Why was providing employers with support to fund wage costs favoured as an approach for addressing youth unemployment in Wales?</li><li>→ What sort of evidence was considered in the policy design process?</li><li>→ What alternative options were considered? Why were they discarded?</li><li>→ What considerations underpinned the operational design of the programme? (e.g. the split by strand and selection of delivery partners)</li></ul> <p><b>2.2 How were other stakeholders involved in designing the Jobs Growth Wales programme?</b></p> <ul style="list-style-type: none"><li>→ Was the stakeholder engagement process effective in improving the design of the programme?</li></ul>	<ul style="list-style-type: none"><li>• Explore the process of designing JGW</li></ul>



<p>→ Did the engagement process secure the buy-in from key partners internally and externally?</p> <p>→ How were lessons from the Future Jobs Fund built into the design of Jobs Growth Wales?</p> <p><b>2.3 How did you design the policy to complement existing programmes?</b></p> <p>→ What challenges were faced in aligning Jobs Growth Wales with other provision (e.g. Work Programme)?</p> <p>→ How were these challenges overcome?</p> <p>→ In your view, how effectively does Jobs Growth avoid duplication of other forms of support?</p> <p><b>2.4 Thinking now a little more about the details of the programme, how appropriate do you think the level of reimbursement is for each strand? The length of the temporary jobs?</b></p> <p><i>N.B. Minimum wage for private and voluntary (direct), minimum wage plus additional £750-£1,000 for voluntary (supported), £95/week for graduate, and £6,000 for self-employment.</i></p> <p>→ Probe on evidence used to decide this</p>	
<b>3. Procurement (where relevant) 5-10 mins</b>	
<p><b>3.1 How were delivery partners for Jobs Growth Wales procured and selected?</b></p> <p>→ Why was this approach selected?</p> <p><b>3.2 From your perspective, how well did the procurement process work?</b></p> <p>→ What worked well, and what didn't work so well?</p> <p>→ What would you do differently in the future?</p> <p>→ Did it secure best value for money for the Welsh Government?</p>	<ul style="list-style-type: none"> <li>• Explore the procurement process for the delivery of JGW</li> </ul>
<b>4. Programme implementation 10 mins</b>	
<p><b>4.1 Overall, how well do you feel the implementation of Jobs Growth Wales is going?</b></p> <p>→ What elements of the programme delivery process are working effectively?</p> <p>→ What lessons have been learned?</p> <p><b>4.2 Are there differences across the strands?</b></p> <p><b>Thinking more specifically about some of the main processes for the job-based strands...</b></p> <p><b>4.3 How effective is the process for ensuring a</b></p>	<ul style="list-style-type: none"> <li>• Explore the extent to which implementation mirrors expectations</li> <li>• Explore strengths and challenges in the implementation process</li> </ul>

**sufficient stream of vacancies?**

- Are managing agents securing sufficient volumes of vacancies? What is driving variation in performance across managing agents and strands? Are there any geographical issues?
- What is driving variation in performance across the different strands of the programme?
- Is the process for quality assuring vacancies working effectively? How does it assess the additionality, sustainability and quality of jobs?
- Are there any groups of employers whose needs are not being met by the programme?
- Are potential synergies with BETS Regional Centres being maximised by delivery partners? What constraints are being faced?
- Have there any lessons learnt or anything that could be improved?

**4.4 What has been done to raise awareness of the programme amongst eligible young people?**

- How effectively has awareness been raised?
- How effectively have front-line advisers within referral agencies been made aware of the various strands of Jobs Growth Wales? Are referral agencies performing their expected roles effectively?
- What lessons have been learned?  
*Probe particularly for third sector supported strand.*

**4.5 How effective is the process for filling vacancies been?**

- Are there any unexpected costs associated with the process?
- What improvements could be made?

**5. Strategic added value of JGW**

**5-10 mins**

**5.1 How would you describe the Welsh Government's leadership of Jobs Growth Wales?**

- Assess views of the SAV of JGW

- How effectively have the objectives of the programme been communicated to partners?
- How effectively has the programme been

<p>managed and monitored?</p> <p>→ Is there any evidence that other stakeholders have adjusted their priorities to align with the overall objectives of Jobs Growth Wales?</p> <p><b>5.2 How far have synergies with other programmes been maximised?</b></p> <p>→ How has Jobs Growth Wales brought benefits in terms of the to the delivery of other complementary programmes?</p> <p>→ Has the programme resulted in any new forms of partnership working? If so, what benefits has this brought to the delivery of the programme?</p> <p>→ Is there any evidence that Jobs Growth Wales has leveraged the resources of partners in supporting young people into work?</p> <p>→ Are there potential synergies being missed?</p>	
<p><b>6. Last remarks, thanks and close</b> <span style="float: right;"><b>3-5mins</b></span></p>	
<p><b>What are the main lessons you have learned so far?</b></p> <p>- How have the things you have learned impacted on your work? The programme?</p> <p><b>Is there anything you were expecting me to ask you about today that we haven't covered?</b></p> <p><b>Is there anything else we should be aware of while conducting this evaluation?</b></p>	<ul style="list-style-type: none"> <li>• Allows interviewee to make any final comments they would like to</li> <li>• Ensures closure for interviewee</li> </ul>

## Employer discussion guide

### Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

### Objectives of employer interviews

The objective of the employer interviews is to explore employers' experiences of the programme and the impact of JGW on the organisations involved, including:

- how employers were engaged by providers to participate in the programme;
- their experiences of the programme;
- the risks and costs associated with their involvement in JGW;
- how their participation in JGW influenced their recruitment plans; and
- soft outcomes for employers, including any effects in terms of product or process innovations, improved skills in line management, etc.

### Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	<ul style="list-style-type: none"><li>• Orientate the interviewee and outline the 'rules' of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li></ul>	5 mins
2. Engaging with the programme	<ul style="list-style-type: none"><li>• Examine how employers were engaged by providers to participate in the programme</li></ul>	7 mins
3. The recruitment process	<ul style="list-style-type: none"><li>• Understand the process employers went through to recruit through JGW any issues that arose and how these were resolved.</li></ul>	7 mins
4. Overall experience of hiring through JGW	<ul style="list-style-type: none"><li>• Explore the overall experience of hiring a young person through JGW.</li></ul>	5 mins
5. Impacts on organisation/business	<ul style="list-style-type: none"><li>• Examine the types of positive outcomes the programme has resulted in for employers.</li></ul>	5 mins
6. Last remarks, thanks and close	<ul style="list-style-type: none"><li>• Capture any final thoughts, ensure closure for interview participant</li></ul>	2-3 mins

## Detailed guide

1. Introduction and roles & responsibilities	5 mins
<p><u>Introduction</u></p> <p>Thank participant for taking part</p> <p>Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government</p> <p>Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid</p> <p>Explain confidentiality and MRS guidelines</p> <p>Get permission to digitally record – transcribe for analysis, no detailed attribution (unless request it)</p> <p><u>Role and responsibilities</u></p> <p><b>1.1 Can you tell me a little bit about your organisation and your role within it?</b></p> <p>→ How many employees do you have? What is your organisation’s annual turnover?</p> <p><i>IF MICROBUSINESS: PROBE on whether they receive any other type of government support / connection with BETS regional centres</i></p> <p>→ What types of roles does your organisation mainly recruit for?</p> <p>→ What do you usually look for when hiring a new employee?</p> <p>→ Which strand(s) of Jobs Growth Wales did you recruit through?</p>	<ul style="list-style-type: none"> <li>• Orientates the interviewee, gets them prepared to take part in the interview</li> <li>• Outlines the ‘rules’ of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines)</li> <li>• Warms up interviewee and provides context for subsequent analysis</li> <li>• Guides line of questioning in relation to role of interviewee</li> </ul>
2. Engaging with the programme	7 mins
<p><b>2.1 Can you tell me how you first heard of Jobs Growth Wales?</b></p> <p><b>2.2 And at the time, what kind of challenges was your business or organisation facing?</b></p> <p>→ How was competition and demand in your main markets changing?</p> <p>→ What was the strategy and objectives of your business or organisation in this context?</p> <p>→ When you heard about Jobs Growth Wales, how did you see the programme supporting</p>	<ul style="list-style-type: none"> <li>• Examine how employers were engaged by providers to participate in the programme, and how they decided the programme was appropriate for their organisation.</li> </ul>

<p>your plans for the business or organisation?</p> <p>→ Did your organisation have a history of engaging with Government funded employment or skills programmes?</p> <p><b>2.3 Can you tell me about your organisation's recruitment plans prior to hearing about Jobs Growth Wales?</b></p> <p>→ What recruitment challenges were you facing?</p> <p>→ Were you aiming to recruit new staff anyway? Did you have a specific role in mind at the time? What were these roles?</p> <p>→ If so, what influence did Jobs Growth Wales influence the type of person you hired?</p> <p><b>2.4 What attracted you to the Jobs Growth Wales programme?</b></p> <p>→ How did the wage reimbursement influence your decision to recruit through JGW?</p> <p>→ What other factors were important in your decision?</p> <p>→ Why did you feel the role you had in mind was well suited to JGW?</p> <p>→ What risks did you perceive with the programme at the time?</p> <p>→ What benefits did you expect it to bring to your organisation?</p>	
<b>3. The recruitment process</b>	
<p><b>3.1 How did you find the process of advertising vacancies with Jobs Growth Wales?</b></p> <p>→ How straightforward was the process of advertising vacancies through the programme? What challenges did you face?</p> <p>→ What help or guidance did you receive from the managing agent? Was this sufficient?</p> <p>→ What aspects of the process could have been improved? Was the process as efficient as you had expected?</p> <p><b>3.2 What sort of applications did you receive? Were you happy with the quality? Why / why not?</b></p> <p>→ Did you receive a sufficient number of applications? Was the quality of applicants as you expected? How well suited to the vacancies were they?</p> <p>→ What kind of help did you receive from the managing agent in sifting through</p>	<p style="text-align: center;"><b>7 mins</b></p> <ul style="list-style-type: none"> <li>• Understand the process employers went through to recruit through JGW any issues that arose and how these were resolved.</li> </ul>

<p>applications?</p> <p><b>3.3 How was the interview process managed?</b></p> <ul style="list-style-type: none"> <li>→ Did you experience any challenges in contacting applicants or scheduling interviews?</li> <li>→ What were the key factors underpinning your decisions on which young people to take on?</li> </ul> <p><b>3.4 How did the overall process compare to standard recruitment exercises? (e.g. in terms of cost, quality of applicant, speed)</b></p>	
<p><b>4. Overall experience of hiring through JGW</b> <span style="float: right;"><b>5 mins</b></span></p>	
<p><b>4.1 How has the employee recruited through JGW performed?</b></p> <ul style="list-style-type: none"> <li>→ What were your expectations of the employee (in terms of roles and responsibilities)? What type of work have they been completing?</li> <li>→ What types of training have you provided? Were training needs in line with expectations?</li> <li>→ Did the employee make an effective contribution to the workplace? Did they live up to expectations, and if not, why not? What kinds of barriers were faced?</li> </ul> <p><b>4.2 Have there been any negatives associated with hiring a young person through Jobs Growth Wales?</b></p> <ul style="list-style-type: none"> <li>→ Have there been any unexpected challenges in managing the young person involved? How did you manage these?</li> <li>→ What types of support have you had from the managing agent in resolving any challenges? Has this been helpful?</li> <li>→ What unexpected costs associated with hiring the employee (e.g. additional supervision, training and so on)?</li> <li>→ Have there been unexpected administrative burdens associated with your engagement in the programme?</li> </ul> <p><b>4.4 Overall, how satisfied are you with the person you recruited?</b></p> <ul style="list-style-type: none"> <li>→ Will you make the young person permanent at the end of the programme? What factors have underpinned your decisions?</li> </ul>	<ul style="list-style-type: none"> <li>• Explore the overall experience of hiring a young person through JGW.</li> </ul>
<p><b>5. Impacts on organisation/business</b> <span style="float: right;"><b>5 mins</b></span></p>	

**Now I'd like to ask you about the impacts of Jobs Growth Wales on your organisation/business.**

**5.1 How would your organisation/business have completed the work done by the employee, had you not hired a young person through Jobs Growth Wales?**

**5.2 In your opinion, in what ways has Jobs Growth Wales had a positive impact on the performance?**

- Did taking a young person help release any staff resources to focus on other things?
- What was your business able to achieve as a consequence?

**5.3 What negative impacts did participation in Jobs Growth Wales have on your business or organisation?**

- What negative impacts on performance were involved? How could these have been avoided?

**5.4 Has your experience of Jobs Growth Wales changed your attitude towards hiring young people?**

- In what ways have your attitudes changes?
- What aspects of Jobs Growth Wales have helped drive these changes?
- How has this fed through into changes in your recruitment plans or policies?

**5.4 Would your organisation participate in a Welsh Government skills, training or employment programme again in the future?**

- Examine the types of positive outcomes the programme has resulted in for employers.

**6. Last remarks, thanks and close**

**2-3mins**

**Overall, how satisfied are you with Jobs Growth Wales? Is there anything you were expecting me to ask you about today that we haven't covered?**

**Were there any impacts of the programme for your organisation that we haven't covered today?**

- Allows interviewee to make any final comments they would like to
- Ensures closure for interviewee



<b>Is there anything else we should be aware of while conducting this evaluation?</b>	
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## Young person discussion guide

### Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

### Objectives of young people interviews

The in-depth interviews with young people will give a detailed understanding of each participant's personal journey through the scheme, providing the evaluation team with a rich understanding of the processes involved in participating in the programme from the young person's point of view. As such, the in-depth interviews will feed principally into the process evaluation.

The interviews will examine:

- How young people learned about the programme and decided to take part
- The process of registering, searching for vacancies, and applying for jobs
- Overall experiences of the programme, including soft impacts on attitudes to future employment prospects and confidence about the job application process

### Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	<ul style="list-style-type: none"><li>• Orientate the interviewee and outline the 'rules' of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li></ul>	5 mins
2. Engaging with the programme	<ul style="list-style-type: none"><li>• Examine how young people were engaged to participate in the programme</li></ul>	5-10 mins
3. Applying for jobs	<ul style="list-style-type: none"><li>• Examine the process of registering, searching for vacancies, and applying for jobs</li></ul>	5-10 mins
4. Overall experience of JGW	<ul style="list-style-type: none"><li>• Examine how far the programme has resulted in any soft outcomes for both young people and employers.</li></ul>	5 mins
5. Last remarks, thanks and close	<ul style="list-style-type: none"><li>• Capture any final thoughts, ensure closure for interview participant</li></ul>	2-3 mins

## Detailed guide

1. Introduction and context	5 mins
<p><u>Introduction</u></p> <p>Thank participant for taking part</p> <p>Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government</p> <p>The Welsh Government have commissioned Ipsos MORI to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment. As part of this we wish to speak to you, as someone who applied for a job through the Jobs Growth Wales programme via the Careers Wales website.</p> <p>Your views are very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work.</p> <p>The interview will take about 30 minutes.</p> <p>I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for the purpose of this evaluation only. It will not be possible to identify any particular individual in the results. Your participation would be absolutely voluntarily and you can withdraw your consent to participate at any time.</p> <p>Are you happy to proceed on this basis with the interview?</p> <p>Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid</p> <p>Explain confidentiality and MRS guidelines</p> <p>Get permission to digitally record – transcribe for analysis, no detailed attribution</p> <p><u>For successful applicants/those who dropped out</u></p> <p>S1. Our records show that you applied for a job at [INSERT ORGANISATION NAME] through Jobs Growth Wales in [INSERT MONTH AND YEAR WHEN APPLIED]. Can I confirm that these details are correct?</p>	<ul style="list-style-type: none"><li>• Orientates the interviewee, gets them prepared to take part in the interview</li><li>• Outlines the 'rules' of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines)</li><li>• Warms up interviewee and provides context for subsequent analysis</li><li>• Guides line of questioning in relation to role of interviewee</li></ul>

*If incorrect dates or organisation, please make a note of the correct details. If the person did not obtain a job through Jobs Growth Wales, please thank and close.*

For unsuccessful applicants

S1. Our records show that you applied for a job at [INSERT ORGANISATION NAME] through Jobs Growth Wales in [INSERT MONTH AND YEAR WHEN APPLIED], but that you were not successful. Can I confirm that these details are correct?

*If incorrect dates or organisation(s), please make a note of the correct details. If the person was successful in obtaining a job through Jobs Growth Wales, or did not apply for a Jobs Growth Wales job, please thank and close.*

Personal information and context

**1.1 Can you tell me a little bit about yourself and your background?**

→ Are you working now? What do you do?

**1.2 What were your circumstances at the time of your [first application for a JGW job/application for a JGW bursary]?**

- What was your educational background? What age did you leave full time education? What kind of qualifications did you have?
- What kind of work experience did you have at the time?
- What were your experiences at the time in terms of looking for work? What type of work were you looking for? What barriers were you facing?
- How optimistic were you about your ability to find work at the time?

**2. Engaging with the programme**

**5-10 mins**

**2.1 Can you tell me how you first heard of Jobs Growth Wales?**

- How did you find out whether you were eligible to apply for a job through the programme?
- Were you made aware of the different kinds of jobs offered through JGW, such as jobs in the private sector, voluntary sector, jobs for graduates and support to start your own

- Examine how young people were engaged to participate in the programme, and how this influenced their plans for the future.

business?

*IF REFERRED BY JCP/CW: How did Jobcentre Plus/Careers Wales/GO Wales help you, if at all, to understand the different strands and choose the right one for you?*

#### ALL STRANDS EXCEPT SELF EMPLOYMENT

##### **2.2a What motivated you to apply for a job through the Jobs Growth Wales programme?**

- What was attractive about the jobs advertised through Jobs Growth Wales? How did you think Jobs Growth Wales could help you?
- Were you looking for other jobs at the same time? Did you turn any down?

#### SELF EMPLOYMENT STRAND ONLY

##### **2.2c What other employment options did you explore, apart from the Jobs Growth Wales bursary?**

- Becoming employed?
- Applying for other grants/bursaries for small businesses?

If referred by JCP/CW

##### **2.3 Did you do a Skills Assessment where you had to respond to a series of questions about your skills and interests on a computer, before you began applying for JGW jobs?**

- How did this help you when searching and applying for jobs?

### **3. Applying for jobs**

**5-10 mins**

#### ALL STRANDS EXCEPT SELF EMPLOYMENT

##### **3.1 How easy or difficult was it for you to register on the JGW/GO Wales website?**

- Is there anything about the website that could be improved?

#### ALL STRANDS EXCEPT SELF EMPLOYMENT AND THIRD SECTOR SUPPORTED

##### **3.2a How easy or difficult was it find vacancies you were interested in through the website?**

- Examine the process of registering, searching for vacancies, and applying for jobs

- Was the website straightforward to use? Could improvements be made?
- What kind of jobs were available through the website? Could you find many you were interested in?
- Did you sign up for the email alert system for new jobs? Was this useful in helping you find vacancies to apply for?

### THIRD SECTOR SUPPORTED STRAND

#### **3.2b How were you referred to the job?**

- Did you receive any help with your application? Was this useful?

### ALL STRANDS EXCEPT SELF EMPLOYMENT

#### **3.3 Can you talk me through the job application process?**

- How many and what kind of Jobs Growth Wales jobs did you apply for?
- How straightforward was the process of applying for jobs? Did you feel the questions you had to answer were relevant? How easy or difficult were they to answer?
- Did you receive any help with the application process?
- How easy or difficult was it to use the website to apply for jobs? What improvements could be made?

#### **3.4 How many interviews were you invited to?**

- How did you find out you were invited for an interview? Was this the best way to communicate with you?
- [If successful] How many job offers did you get?
- [If successful] Did you reject any jobs to take the job through Jobs Growth Wales? What influenced your decision?
- [SUCCESSFUL APPLICANTS ONLY] Did you get any feedback on your unsuccessful applications? How did this help you improve your job applications and interviews?

### UNSUCCESSFUL APPLICANTS FROM ALL STRANDS EXCEPT SELF-EMPLOYMENT

#### **3.5 Why do you think you were not successful in obtaining a Jobs Growth Wales job?**

- How were you notified that you were not successful?
- Did you get any feedback on how to improve your job applications and interviews?
- What did you decide to do when you were not successful? (e.g. apply for more JGW jobs, go back to school, apply for apprenticeships, apply for other jobs)
- [If appropriate] Did you consider alternative options other than applying for more Jobs Growth Wales jobs? Why or why not?

**SELF EMPLOYMENT STRAND ONLY**

**3.6 What was your business idea?**

**3.7 How easy or difficult did you find filling in your application for the Jobs Growth Wales bursary?**

- Did you receive any help with this process?
- How did you make the case that your business was sustainable?
- How did you develop your 2-year business plan and financial forecast?

**3.8 Did you receive any other support from BETS, such as one-to-one advice or invitations to workshops?**

- What did you gain from this additional support?

**3.9 How did you find out you were successful in your application for a JGW bursary?**

- What business support have you received? Have you been invited to workshops and BETS advice on business planning? What benefits, if any, have the advice been to you?

**3.10 How did you produce the evidence required by the Welsh government for each new payment of your bursary?**

**4. Overall experience of JGW**

**5 mins**

**SUCCESSFUL APPLICANTS AND DROP OUTS FROM ALL STRANDS EXCEPT SELF EMPLOYMENT**

**4.1 Tell me about the Jobs Growth Wales job you took...**

- What kind of work were you doing? What kind of tasks and responsibilities did you have?

- Examine how far the programme has resulted in any soft outcomes for both young people and employers.

- Had you done this type of work before? Were you comfortable with what you were being asked to do?
- What types of training did you receive? What did you learn? How did this training help you work more effectively?
- What challenges did you face in the workplace? How did you work with your employer or mentor to resolve these challenges?
- Did the job live up to your expectations? Did it give you useful work experience?
- Do you think you would you have found similar work without Jobs Growth Wales? What difference did Jobs Growth Wales make?

SUCCESSFUL APPLICANTS AND DROP OUTS FROM ALL STRANDS EXCEPT SELF EMPLOYMENT

**4.2 What benefits do you think you got from your Jobs Growth Wales job?**

- How has the job improved your confidence?
- How has the job helped you decide what you would like to do in the future?
- What new skills/experiences do you think you have acquired?
- What difference do you think it has made to your employment prospects?

**4.3 Were there any negatives associated with your JGW job?**

- Did the job offer enough chances for you to get new experience?
- Have there been issues associated with the temporary nature of the jobs involved?
- How could the overall experience have been improved?

SELF EMPLOYMENT STRAND ONLY

**4.4 Have you enjoyed starting your own business?**

- What makes you say that?
- Could your experience have been improved in any way?
- Looking back, was starting your own business the right thing for you? Was receiving a JGW



bursary right for you? Why/why not?

**4.5 How have you benefited from the JGW bursary?**

- What new skills/experience have you acquired in the process of setting up your business?
- Did you get enough support from the managing agent through the process?
- How has the money that you received through JGW helped you to start-up your business?

**4.6 Have there been any negatives associated with your JGW bursary?**

- PROBE: What makes you say that? Anything else?

**4.7 [DROP OUTS] Why did you decide not to pursue further disbursements of the Jobs Growth Wales bursary?**

SUCCESSFUL APPLICANTS FROM ALL STRANDS EXCEPT SELF EMPLOYMENT

**4.8 Has your JGW job ended yet? [If yes] What happened at the end of your JGW job?**

- Was your position made permanent at the end of the 6 months? Why do you think that was?
- Did you have an exit interview? What did you discuss? How did it help you in thinking about what to do next?
- Has the managing agent contacted you since you ended your placement? What did you discuss and how has this helped you?
- Did you get a job with a different employer? Do you think your experience from the Jobs Growth Wales helped you to obtain this job?

SELF EMPLOYMENT STRAND ONLY

**4.9 Are you still self-employed?**

- Have you received all your bursary disbursements?
- How is your business doing?
- Will your business continue after the bursary runs out?

SUCCESSFUL APPLICANTS AND DROP-OUTS FROM ALL STRANDS EXCEPT SELF EMPLOYMENT

**4.10 What do you think would have happened if**

**you hadn't taken part in JGW?**

- Would you have found a job sooner/at the same time/after than you got your JGW job?
- Why do you say this?

SELF EMPLOYMENT STRAND ONLY

**4.11 Would you have been able to set up a business if you had not obtained a JGW bursary?**

- How did the bursary help you establish a business?
- What would you have done instead?

DROP-OUTS FROM ALL STRANDS EXCEPT SELF EMPLOYMENT

**4.12 Why did you leave your Jobs Growth Wales job before the end of the six months?**

MODERATOR: *Please explore the reasons for dropping out in depth.*

- How could your experience have been improved?
- Do you believe having a Jobs Growth Wales job, even for a period shorter than six months, has had an impact on your employment prospects? Positive or negative? Why or why not?

**4.13 Has the JGW program had any other impacts on your life?**

*Probe on positive and negative impacts*

**5. Last remarks, thanks and close**

**2-3mins**

**Is there anything you were expecting me to ask you about today that we haven't covered?**

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

- Allows interviewee to make any final comments they would like to
- Ensures closure for interviewee

## Case study discussion guide – Young person

### Introductory notes for Welsh Government

This case study discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

### Objectives of young people case studies

These interviews will be conducted as part of matched case studies involving interviews with the young person, the line manager, the individual from the employing organisation who organised the job (if different from the line manager), the mentor from the managing agent, and the individual from the managing agent who organised the job.

The in-depth interviews with young people will give a detailed understanding of each participant's personal journey through the scheme, providing the evaluation team with a rich understanding of the processes involved in participating in the programme from the young person's point of view. As these interviews will be conducted in the workplace, we will also be able to ask the interviewee to demonstrate the types of tasks they perform on a day-to-day basis, and observe them at work.

The interviews will examine:

- How young people learned about the programme and decided to take part
- The process of registering, searching for vacancies, and applying for jobs
- The work the young person is doing, and how they interact with others in the workplace
- Overall experiences of the programme, including soft impacts on attitudes to future employment prospects and confidence about the job application process

### Overview of interview structure

Section	Aims	Timing
1. Introduction and context	<ul style="list-style-type: none"><li>• Orientate the interviewee and outline the 'rules' of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li></ul>	5-7 mins
2. Engaging with the programme	<ul style="list-style-type: none"><li>• Examine how young people were engaged to participate in the programme</li></ul>	5-7 mins
3. Applying for jobs	<ul style="list-style-type: none"><li>• Examine the process of registering, searching for vacancies, and applying for jobs</li></ul>	5-7 mins

4. Overall experience of JGW	<ul style="list-style-type: none"> <li>• Observe the work the young person is doing, and how they interact with others in the workplace</li> <li>• Examine how far the programme has resulted in any soft outcomes for both young people and employers</li> </ul>	15-20 mins
5. Last remarks, thanks and close	<ul style="list-style-type: none"> <li>• Capture any final thoughts, ensure closure for interview participant</li> </ul>	2-3 mins

## Detailed guide

1. Introduction and context	5-7 mins
<p><u>Introduction</u></p> <p>Thank participant for taking part</p> <p>Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government</p> <p>The Welsh Government have commissioned Ipsos MORI to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment. As part of this we wish to speak to you, as someone who applied for a job through the Jobs Growth Wales programme via the Careers Wales website.</p> <p>Your views are very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work.</p> <p>The interview will take about 30-45 minutes.</p> <p>I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for the purpose of this evaluation only. It will not be possible to identify any particular individual in the results. Your participation would be absolutely voluntarily and you can withdraw your consent to participate at any time.</p> <p>Are you happy to proceed on this basis with the interview?</p> <p>Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid</p> <p>Get permission to digitally record – transcribe for</p>	<ul style="list-style-type: none"> <li>• Orientates the interviewee, gets them prepared to take part in the interview</li> <li>• Outlines the 'rules' of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines)</li> <li>• Warms up interviewee and provides context for subsequent analysis</li> <li>• Guides line of questioning in relation to role of interviewee</li> </ul>

analysis, no detailed attribution

S1. Our records show that you applied for a job at [INSERT ORGANISATION NAME] through Jobs Growth Wales in [INSERT MONTH AND YEAR WHEN APPLIED]. Can I confirm that these details are correct?

*If incorrect dates or organisation, please make a note of the correct details. If the person did not obtain a job through Jobs Growth Wales, please thank and close.*

### Background and context

#### **1.3 Can you tell me a little bit about yourself and your background?**

→ Are you working now? What do you do?

#### **1.4 What were your circumstances at the time of your first application for a JGW job? See survey Q1 - 10**

→ What was your educational background? What age did you leave full time education? What kind qualifications did you have?

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

→ Did you have any voluntary work experience?

→ What type of work were you looking for when you applied to JGW?

→ What barriers were you facing to finding work?

→ How optimistic were about your ability to find work at the time?

## **2. Engaging with the programme**

**5-7 mins**

### **2.1 Can you tell me how you first heard of Jobs Growth Wales? See survey Q11**

→ How did you find out whether you were eligible to apply for a job through the programme?

→ Were you made aware of the different kinds of jobs offered through JGW, such as jobs in the private sector, voluntary sector, jobs for graduates and support to start your own business?

*IF REFERRED BY JCP/CW: How did Jobcentre Plus/Careers Wales/GO Wales help you, if at all, to understand the different strands and choose the right*

- Examine how young people were engaged to participate in the programme, and how this influenced their plans for the future.

one for you?

ALL STRANDS

**2.2a Why did you want to apply for a job through the Jobs Growth Wales programme?**

- What was attractive about the jobs advertised through Jobs Growth Wales?
- How did you think Jobs Growth Wales could help you? Were you looking for any **specific types** of work experience or training?
- Were you looking for other (non-JGW) jobs at the same time? Did you turn any down?
- Were you receiving any support to find work?  
*Prompt if necessary e.g. job search, writing a CV, skills training.*
- Who was giving you this support?

**3. Applying for jobs**

5-7 mins

ALL STRANDS

**3.1 How easy or difficult was it for you to register on the JGW/GO Wales website? See survey Q14**

- Is there anything about the website that could be improved?

ALL STRANDS EXCEPT THIRD SECTOR SUPPORTED

**3.2a How easy or difficult was it find vacancies you were interested in through the website? See survey Q14**

- Was the website straightforward to use? Could improvements be made?
- What kind of jobs were available through the website? Could you find many you were interested in?
- Did you sign up for the email alert system for new jobs? Was this useful in helping you find vacancies to apply for?

THIRD SECTOR SUPPORTED STRAND

**3.2b How were you referred to the job?**

- Did you receive any help with your application? Who gave you this support? Was this useful?

ALL STRANDS

**3.3 Can you talk me through the job application**

- Examine the process of registering, searching for vacancies, and applying for jobs

**process?** See survey Q14, 15, 18, 19

- How many and what kind of Jobs Growth Wales jobs did you apply for?
- How straightforward was the process of applying for jobs? Did you feel the questions you had to answer were relevant? How easy or difficult were they to answer?
- Did you receive any help with the application process? From who, and what type of support did they give you?
- How easy or difficult was it to use the website to apply for jobs? What improvements could be made?

### **3.4 How many interviews were you invited to?**

See survey Q15 - 17

- How did you find out you were invited for an interview? Was this the best way to communicate with you?
- How did you find the interview/s itself? How did it compare with any previous job interviews you've attended?
- How many job offers did you get through JGW?
- Did you reject any jobs to take the job through Jobs Growth Wales? What influenced your decision?
- Did you get any feedback on your unsuccessful applications? How did this help you improve your job applications and interviews?

## **4. Overall experience of JGW**

**15-20 mins**

### ALL STRANDS

#### **4.1 Tell me about your Jobs Growth Wales job...**

See survey Q21a, 22, 23, Q31- 34a

- What kind of work were you doing? What kind of tasks and responsibilities did you have?
- Had you done this type of work before? Were you comfortable with what you were asked to do? What did your employer do to help ease you into the role? E.g. shadowing more experienced colleagues.
- What types of training did you receive? What did you learn? How did this training help you work more effectively? Were you involved in deciding what type of training you would do?
- What challenges did you face in the job?

- Observe the work the young person is doing, and how they interact with others in the workplace
- Examine how far the programme has resulted in any soft outcomes for young people

How did you work with your employer or mentor to resolve these challenges?

- Did your employer review your progress and give you feedback? How regularly? Did you have a personal development plan/ action plan or similar?
- Overall, what do you think of the support your employer gave you in your role? Was it sufficient?
- How regularly did you see or speak to your mentor? Was this F2F, by phone or by email? What types of things did you discuss with your mentor?
- How do you feel about the amount of contact you had with your mentor? Were there any other things your mentor could have helped with or given advice on that might have benefited you?
- Overall did the job live up to your expectations? Did it give you useful work experience?
- Did you feel you were 'stretched', or were there times you were bored or did not have enough work to do?
- Do you think you would you have found similar work without Jobs Growth Wales? What difference did Jobs Growth Wales make?

#### ALL STRANDS

#### **4.2 What benefits do you think you got from your Jobs Growth Wales job? See survey Q35a**

- How did the job improve your confidence?
- How did the job help you decide what you would like to do in the future?
- What new skills/experiences do you think you acquired?
- If you did any training, do you think you will use it in future?
- What difference do you think it has made to your employment prospects?

#### **4.3 Are there any negatives associated with your JGW job? See survey Q35b**

- Did the job offer enough chances for you to get new experience?
- Did you get enough training and support?
- Were there issues associated with the



- temporary nature of the job involved?  
→ How could the overall experience be improved?

#### ALL STRANDS

#### **4.4 What happened at the end of your temporary contract?**

- PROBE: keep permanently in same role, keep permanently in different role, offer new temporary contract, offer apprenticeship, not keep on  
→ What did you hope would happen?

#### ALL STRANDS

#### **4.5 [If currently employed] How do you think having a Jobs Growth Wales job has impacted on what you have done next?**

- PROBE: helped get current job, helped realise what wanted to study, helped realise what career path wanted to take, etc.  
→ What makes you say that?  
→ How could Jobs Growth Wales be improved to make a more positive impact on what you have done next?

#### **4.6 What do you think you would be doing now if you hadn't taken part in JGW? See survey Q24- 30**

- [If currently working] Do you think you would have found your current job without Jobs Growth Wales? Would you have found it sooner/at the same time/later without Jobs Growth Wales? Do you think this would have been better/ worse/ same compared to your current job?  
→ Why do you say this?

#### **4.7 Has Jobs Growth Wales had any other impacts on your life?**

*Probe on positive and negative impacts such as personal relationships, use of free time, health and wellbeing, self-belief and feelings about the future.*

**5. Last remarks, thanks and close****2-4mins****5.1 Is there anything you were expecting me to ask you about today that we haven't covered?**

- Allows interviewee to make any final comments they would like to

**5.2 Is there anything else you would like to tell me about your experience of Job Growth Wales?**

- Ensures closure for interviewee

## Case study discussion guide – Employer

### Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

### Objectives of young person case studies

These interviews will be conducted as part of matched case studies involving interviews with the young person, the line manager, the individual from the employing organisation who organised the job (if different from the line manager), the mentor from the managing agent, and the individual from the managing agent who organised the job.

The objective of the employer interviews is to explore employers' experiences of the programme and the impact of JGW on the organisations involved, including:

- how employers were engaged by providers to participate in the programme;
- their experiences of the programme;
- the risks and costs associated with their involvement in JGW;
- how their participation in JGW influenced their recruitment plans; and
- soft outcomes for employers, including any effects in terms of product or process innovations, improved skills in line management, etc.

### Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	<ul style="list-style-type: none"><li>• Orientate the interviewee and outline the 'rules' of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li></ul>	5-7 mins
2. Engaging with the programme	<ul style="list-style-type: none"><li>• Examine how employers were engaged by providers to participate in the programme</li></ul>	5-7 mins
3. The recruitment process	<ul style="list-style-type: none"><li>• Understand the process employers went through to recruit through JGW any issues that arose and how these were resolved.</li></ul>	5-7 mins
4. Overall experience of hiring through JGW	<ul style="list-style-type: none"><li>• Explore the overall experience of hiring a young person through JGW.</li></ul>	10 mins
5. Impacts on	<ul style="list-style-type: none"><li>• Examine the types of positive outcomes the</li></ul>	7-8 mins

organisation/business	programme has resulted in for employers.	
6. Last remarks, thanks and close	<ul style="list-style-type: none"> <li>• Capture any final thoughts, ensure closure for interview participant</li> </ul>	2-3 mins

## Detailed guide

1. Introduction and roles & responsibilities	5-7 mins
<p><u>Introduction</u></p> <p>Thank participant for taking part</p> <p>Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government</p> <p>Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid</p> <p>Explain confidentiality and MRS guidelines</p> <p>Get permission to digitally record – transcribe for analysis, no detailed attribution (unless request it)</p> <p>The interview will take about 30-40 minutes.</p> <p><i>MODERATOR: CHECK IF EMPLOYER HAS PARTICIPATED IN THE <u>EMPLOYER SURVEY</u>. IF YES, REVIEW THEIR RESPONSES. SURVEY DATA WILL PROVIDE USEFUL BACKGROUND. IN RELATION TO THE QUESTIONS HIGHLIGHTED BELOW, IT MAY BE APPROPRIATE TO REFER TO SURVEY RESPONSE DURING THE INTERVIEW AND PROBE FURTHER, USE JUDGEMENT.</i></p> <p><u>Role and responsibilities</u></p> <p><b>1.2 Can you tell me a little bit about your organisation?</b> See survey Q1, 48, 49, 50, 51, 52</p> <ul style="list-style-type: none"> <li>→ What type of organisation is it? E.g. private company, charity/ social enterprise, public sector?</li> <li>→ What are the organisation’s main activities? At what geographical level do you deliver these?</li> <li>→ How many employees do you have? Across how many sites?</li> <li>→ What is your organisation’s annual turnover (if known)?</li> </ul> <p><i>IF MICROBUSINESS: PROBE on whether they receive any other type of government support / connection with BETS regional centres</i></p> <ul style="list-style-type: none"> <li>→ What types of roles does your organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Orientates the interviewee, gets them prepared to take part in the interview</li> <li>• Outlines the ‘rules’ of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines)</li> <li>• Warms up interviewee and provides context for subsequent analysis</li> <li>• Guides line of questioning in relation to role of interviewee</li> </ul>

<p>mainly recruit for?</p> <ul style="list-style-type: none"> <li>→ What do you usually look for when hiring a new employee?</li> <li>→ Which strand(s) of Jobs Growth Wales did you recruit through?</li> </ul> <p><b>1.3 And can you tell me a little about your role within the organisation?</b></p> <p><b>CHECK THAT THEY WERE YOUNG PERSON'S LINE MANAGER</b></p> <ul style="list-style-type: none"> <li>→ What do you do day-to-day?</li> <li>→ Why did your organisation hire someone through JGW? How many young people did your organisation hire in total through the programme?</li> <li>→ What was your role in relation to [INSERT NAME OF CASE STUDY YP] PROBE: nature/ amount of supervision, support with tasks, feedback on performance, etc.</li> <li>→ Did you perform this role in relation to other JGW young people, or any other apprentices/ trainees within your organisation?</li> </ul>	
<p><b>2. Engaging with the programme</b></p>	<p><b>5-7 mins</b></p>
<p><b>2.1 Can you tell me how you first heard of Jobs Growth Wales? See survey Q2</b></p> <p>MODERATOR: MAY NOT NEED TO ASK ALL OF THESE QUESTIONS DEPENDENT ON SIZE OF THE ORGANISATION, THE INTERVIEWEE'S ROLE AND THE EXTENT TO WHICH THEY HAVE A STRATEGIC OVERVIEW/ FOCUS. FLEXIBILITY WILL BE REQUIRED.</p> <p><b>2.2 And at the time, what kind of challenges was your business or organisation facing? See survey Q3- 5, Q9</b></p> <ul style="list-style-type: none"> <li>→ How was competition and demand in your main markets changing?</li> <li>→ What was the strategy and objectives of your business or organisation in this context?</li> <li>→ When you heard about Jobs Growth Wales, how did you see the programme supporting your plans for the business or organisation?</li> <li>→ Did your organisation have a history of engaging with Government funded employment or skills programmes?</li> </ul> <p><b>2.3 Can you tell me about your organisation's recruitment plans prior to hearing about Jobs Growth Wales? See survey Q6</b></p>	<ul style="list-style-type: none"> <li>• Examine how employers were engaged by providers to participate in the programme, and how they decided the programme was appropriate for their organisation.</li> </ul>

- What recruitment challenges were you facing?
- Were you aiming to recruit new staff anyway? Did you have a specific role in mind at the time? What were these roles?
- If so, what influence did Jobs Growth Wales have on the type of person you hired?

**2.4 What attracted you to the Jobs Growth Wales programme? See survey Q7, 8**

- How did the wage reimbursement influence your decision to recruit through JGW?
- What other factors were important in your decision?
- Why did you feel the role you had in mind was well suited to JGW?
- What risks did you perceive with the programme at the time?  
What benefits did you expect it to bring to your organisation?

**3. The recruitment process**

5-7 mins

MODERATOR: ESTABLISH WHETHER/ EXTENT TO WHICH INTERVIEWEE WAS INVOLVED IN RECRUITMENT PROCESS. ASK THE FOLLOWING QUESTIONS IF APPROPRIATE, BUT POTENTIALLY OBTAIN ANOTHER, MORE RELEVANT CONTACT E.G. HR STAFF.

- Understand the process employers went through to recruit through JGW any issues that arose and how these were resolved.

**3.1 How did you find the process of advertising vacancies with Jobs Growth Wales, generally speaking? See survey Section B**

- How straightforward was the process overall? Did you receive any support from the managing agent?
- What was the quality of the applications like? Did you feel you received a sufficient number?
- Did you receive any support for sifting applications from the managing agency?

**3.2 How was the interview process managed?**

- How many young people did you interview for this specific post? Who was involved in their interview?

**3.3 Thinking specifically about [INSERT NAME OF CASE STUDY YP], why were they selected for the role?**

- Did they have suitable skills/ experience?

<p>→ How did they perform at interview?  → How did they compare with other applicants?</p> <p><i>IF SPEAKING TO SOMEONE WITH AN OVERVIEW OF THE BUSINESS SUCH AS HR STAFF (I.E. DO NOT ASK THE FOLLOWING OF THE LINE MANAGER):</i></p> <p><b>3.4 And in terms of their performance, as far as you are aware how did they get on? See survey Q23, 24</b></p> <p>→ If you have taken on a number of JGW employees across the organisation, how did their performance compared with your other JGW employees?  → Did staff report any particular issues in terms of their attitude, motivation, skills or experience?</p> <p><b>3.5 Did you personally give [INSERT NAME OF CASE STUDY YP] any support with a work-related issue? If so, what was the issue and how did you help to address it?</b></p> <p><b>3.6 Do you have any other comments in relation to JGW or this employee specifically?</b></p>	
<b>4. Overall experience of hiring through JGW</b>	
<p><b>4.1 How did the employee recruited through JGW perform? See survey Q23, 24</b></p> <p>→ What were your expectations of the employee (in terms of roles and responsibilities) at the beginning? What do you think their expectations were of the role? Did the two differ?  → Did you explain the role and what would be expected of the young person at the start?  → What type of work did they complete while working with you? And how did they get on? Were there any aspects of the job which they found particularly challenging?</p> <p><b>4.2 Could you tell me a little about the support you provided to [INSERT NAME OF CASE STUDY YP]? See survey Q25 - 29</b></p> <p>→ How did you help him/ her to adjust the role? Was there a formal induction process? What did this involve? Did they undertake any shadowing?  → Did you provide him/ her with a mentor based within your organisation? How well did this work?</p>	<p style="text-align: center;"><b>10 mins</b></p> <ul style="list-style-type: none"> <li>• Explore the overall experience of hiring a young person through JGW.</li> </ul>

- What types of training did you provide him/ her to undertake the role? Was this part of a standardised induction process, or tailored to the role/ young person? Were their training needs in line with your initial expectations?

**4.3 Could you tell me a little about any mentoring support that s/he received from the managing agency, that you know about:**

- As far as you know, how was s/he supported by a mentor from the managing agent?
- How regular was their contact? What form did the contact take (e.g. phone, email, F2F)?
- Did the mentor support him/her with any particular issues?
- How much contact did you have with the young person's mentor?
- From your point of view, how effective was the mentoring support aspect of the programme? How could it be improved?

**4.4 What did you think of [INSERT NAME OF CASE STUDY YP] overall in terms of their performance? See survey Q31 – 33**

- Overall did the employee make an effective contribution to the workplace?
- Did they live up to expectations, and if not, why not? What kinds of barriers were faced? Were these known to you when the young person was recruited, or did they become apparent over time?
- How did the young person impact positively on the business? What were their main achievements or strengths?

**4.5 Have there been any negatives associated with hiring [INSERT NAME OF CASE STUDY YP] through Jobs Growth Wales? See survey Q34, Q43 and Q23- 27**

- Were there been any unexpected challenges in managing him/ her? How did you manage these?
- What types of support did you have from the managing agent in resolving any challenges? Was this helpful?
- Have there been any unexpected costs associated with hiring the employee (e.g. additional supervision, training and so on)?
- Have there been unexpected administrative burdens associated with your engagement in



the programme?

**4.6 Overall, how satisfied are you with the person you recruited? See survey Q35- 40 and Q43- 46**

- [If YP not kept on] Why did you not keep the young person on at the end of the six-month contract?
- [If YP kept on] Why did you decide to keep the young person on? Are they now employed on a permanent or temporary basis?
- Will the post be supported through another publicly funded programme, or the cost borne entirely by your organisation?
- Will they be performing the same role or a different role? If different- have you created this role specifically for the young person?

**5. Impacts on organisation/business**

**7-8 mins**

**Now I'd like to ask you about the impacts of Jobs Growth Wales on your organisation/business.**

**5.1 How would your organisation/business have completed the work done by the employee, had you not hired a young person through Jobs Growth Wales? See survey Q41 and 42**

**5.2 In your opinion, in what ways has hiring [young person] had a positive impact on the performance of your organisation? See survey Q31- 33**

- Did taking a young person help release any staff resources to focus on other things?
- What was your business able to achieve as a consequence?

**5.3 What negative impacts has hiring [young person] had on your business or organisation? See survey Q34, Q43 and Q23- 27**

- How could these have been avoided?

**5.4 Has your experience with [INSERT NAME OF CASE STUDY YP] changed your attitude towards hiring young people? See survey Q47**

- In what ways have your attitudes changed?
- How has this fed through into changes in your recruitment plans or policies?

**5.5 Based on your experience with [INSERT NAME OF CASE STUDY YP] would your organisation participate in a Welsh Government**

- Examine the types of positive outcomes the programme has resulted in for employers.

<p>skills, training or employment programme again in the future?</p>	
<p><b>6. Last remarks, thanks and close</b></p>	<p><b>2-4mins</b></p>
<p><b>6.1 Overall, how satisfied are you with Jobs Growth Wales? Is there anything you were expecting me to ask you about today that we haven't covered?</b></p> <p><b>6.2 Were there any impacts of the programme for your organisation that we haven't covered today?</b></p> <p><b>6.3 Is there anything else we should be aware of while conducting this evaluation?</b></p>	<ul style="list-style-type: none"> <li>• Allows interviewee to make any final comments they would like to</li> <li>• Ensures closure for interviewee</li> </ul>

## Case study discussion guide – Mentor

### Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

### Objectives of mentor interviews

The objective of the mentor interviews is to explore how mentors have supported young people and employers during the course of the job, including:

- frequency and medium of contact with the young person and their employer;
- focus of conversations with the young person and their employer/support provided;
- approaches to resolving problems that arose, if relevant.

### Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	<ul style="list-style-type: none"><li>• Orientate the interviewee and outline the 'rules' of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li></ul>	5 mins
2. Job and fit with young person	<ul style="list-style-type: none"><li>• Understand role of young person and fit with their interests/career ambitions</li></ul>	5 mins
3. The mentoring process	<ul style="list-style-type: none"><li>• Understand mentor's way of working with young person and employer</li></ul>	8-10 mins
4. Last remarks, thanks and close	<ul style="list-style-type: none"><li>• Capture any final thoughts, ensure closure for interview participant</li></ul>	2-3 mins

### Detailed guide

1. Introduction and roles & responsibilities	5 mins
<u>Introduction</u> Thank participant for taking part Introduce self, explain that Ipsos MORI is carrying out	<ul style="list-style-type: none"><li>• Orientates the interviewee, gets them prepared to take part in the interview</li><li>• Outlines the 'rules' of the</li></ul>

<p>an evaluation of Jobs Growth Wales on behalf of the Welsh Government</p> <p>Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid</p> <p>Explain confidentiality and MRS guidelines</p> <p>Interview will take about 20-25 mins</p> <p>Get permission to digitally record – transcribe for analysis, no detailed attribution (unless request it)</p> <p><u>Role and responsibilities</u></p> <p><b>1.4 How do you see your role as a mentor within the Jobs Growth Wales programme?</b></p> <ul style="list-style-type: none"> <li>→ What sorts of responsibilities do you have as a mentor?</li> <li>→ How many young people do you mentor?</li> </ul>	<p>interview (including those we are required to tell them about under MRS and Data Protection Act guidelines)</p> <ul style="list-style-type: none"> <li>• Warms up interviewee and provides context for subsequent analysis</li> </ul>
<p><b>2. Job and fit with young person</b></p>	<p><b>5 mins</b></p>
<p><b>2.1 Can you tell me about the job that [young person] was working in?</b></p> <ul style="list-style-type: none"> <li>→ What did the business/organisation mainly make or do?</li> <li>→ How large/small was the business/organisation?</li> <li>→ What was the young person’s role?</li> </ul> <p><b>2.2 How was this similar to or different from the original job description, if at all?</b></p> <p><b>2.3 What were/are [young person’s] main interests and career ambitions?</b></p> <ul style="list-style-type: none"> <li>→ How well did the role fit with these?</li> </ul>	<ul style="list-style-type: none"> <li>• Understand role of young person and fit with their interests/career ambitions</li> </ul>
<p><b>3. The mentoring process</b></p>	<p><b>8-10 mins</b></p>
<p><b>3.1 Can you describe how the mentoring process worked with [young person]?</b></p> <ul style="list-style-type: none"> <li>→ How often were you in contact with [young person]?</li> <li>→ And was this face-to-face, over the phone, or through another way? Where did you normally meet? Who else was present?</li> <li>→ What sorts of things did you discuss?</li> <li>→ Did you have contact with the young person’s line manager? If so, how frequently and what sorts of things did you discuss?</li> </ul> <p><b>3.2 Was this in any way unusual or different from</b></p>	<ul style="list-style-type: none"> <li>• Understand mentor’s way of working with young person and employer</li> </ul>

**other young people you have mentored? How?**

**3.3 Does your organisation set out specific expectations for you in terms of how you support young people?**

- Do you have any targets you have to meet?
- Do you have to document meetings and support provided?
- How is your performance reviewed?

**3.4 Do you think [young person] enjoyed their job? What makes you say that?**

- What did [young person] particularly like?
- What did he/she dislike about the job?
- What kind of benefits did [young person] expect to get from the job? (e.g. skills learned, personal benefits)

**3.5 Did [young person] raise any issues with you regarding their job or anything related to their job?**

- If so, which issues?
- Did the young person feel they were obtaining the benefits they expected?
- How did you attempt to address any issues, if at all?

**3.6 Did [young person] ask for any other kind of support from you?**

- What kind of support?
- Were you able to help [young person] with that?

**3.7 Was the employer happy with [young person's] performance? What makes you say that?**

**3.8 Did the employer raise any issues with you regarding [young person] or their performance in their role?**

- If so, which issues?
- How did you attempt to address these, if at all?

**4. Last remarks, thanks and close**

**2-5mins**

**Do you have any final comments on how the Jobs Growth Wales programme is working or how the mentoring process could be improved?**

**Is there anything else we should be aware of while conducting this evaluation?**

- Allows interviewee to make any final comments they would like to
- Ensures closure for interviewee

## Case study discussion guide – Managing Agent

### Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

### Objectives of managing agent interviews

These interviews will be conducted as part of matched case studies involving interviews with the young person, the line manager, the individual from the employing organisation who organised the job (if different from the line manager), the mentor from the managing agent, and the individual from the managing agent who organised the job.

The objective of the managing agent (MA) case study interviews is to explore the role of the MA in the process of creating the Jobs Growth Wales job, including:

- How the employer was recruited to participate in the programme, and how they were screened for the sustainability of the job;
- Nature/level of the MA's involvement in understanding the nature of the job and ensuring the job description was accurate;
- Nature/level of the MA's involvement in the recruitment of the young person, and views about how well suited they were to the role;
- MA views on how the young person has performed, and on the support/training provided by the employer and mentor; and
- Any issues/problems they were aware of, how these were addressed and their involvement.

### Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	<ul style="list-style-type: none"><li>• Orientate the interviewee and outline the 'rules' of the interview</li><li>• Warms up interviewee and provides context for subsequent analysis</li></ul>	5 mins
2. The employer	<ul style="list-style-type: none"><li>• Understand role in recruiting the employer, views on their suitability for the programme and overall experience of working with them</li></ul>	5 mins
3. The young person	<ul style="list-style-type: none"><li>• Understand the young person's skills and interests and MA views on their suitability for the role</li><li>• Understand MA role/involvement post-recruitment</li></ul>	5-8 mins

4. The mentor	<ul style="list-style-type: none"> <li>• Understand how mentor support was coordinated and the level/kind of support provided</li> </ul>	5 mins
5. The role	<ul style="list-style-type: none"> <li>• Explore any issues/problems and establish how typical these were</li> </ul>	2-3 mins
6. Last remarks, thanks and close	<ul style="list-style-type: none"> <li>• Allows interviewee to make any final comments they would like to make</li> </ul>	2-3 mins

### Detailed guide

1. Introduction and roles & responsibilities	5 mins
<p><u>Introduction</u></p> <p>Thank participant for taking part</p> <p>Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government</p> <p>Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid</p> <p>Explain confidentiality and MRS guidelines</p> <p>Interview will take around 25-30 minutes</p> <p>Get permission to digitally record – transcribe for analysis, no detailed attribution (unless request it)</p> <p><u>Role and responsibilities</u></p> <p><b>1.5 How do you see your role as a managing agent within the Jobs Growth Wales programme?</b></p> <ul style="list-style-type: none"> <li>→ What are the key objectives of your role?</li> <li>→ Generally speaking, how are you involved in the recruitment of employers and young people?</li> <li>→ Do you have a role in coordinating mentor support?</li> <li>→ What have been the key challenges experienced in delivery of JGW from your perspective?</li> </ul>	<ul style="list-style-type: none"> <li>• Orientates the interviewee, gets them prepared to take part in the interview</li> <li>• Outlines the ‘rules’ of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines)</li> <li>• Warms up interviewee and provides context for subsequent analysis</li> </ul>
2. The employer	5 mins
<p><b>2.1 Could you tell me a little about the young person’s employer?</b></p> <ul style="list-style-type: none"> <li>→ How did you recruit the employer to the programme? Why did the employer want to participate?</li> <li>→ How did you assess the employer’s suitability in terms of the quality of work experience they</li> </ul>	<ul style="list-style-type: none"> <li>• Understand role in recruiting the young person’s employer and views on their suitability for the programme</li> <li>• Capture overall views about experience of working with the employer</li> </ul>

<p>could provide and their ability to sustain a new position?</p> <p>→ How many posts did this employer recruit through JGW?</p> <p>→ IF MORE THAN 1 POST: were all of the posts of a similar nature to this one?</p> <p>→ Did you feel they had sufficient capacity/ experience to support young recruits?</p> <p><b>2.2 To what extent did you expect the post/s recruited through JGW would be sustained beyond the 6 month funding period?</b></p> <p>→ Is this something you discussed with the employer when they signed up?</p> <p>→ <b>Graduate strand ONLY</b> – did you have any concerns over whether the employer could subsidise the job for the 6 month period?</p> <p><b>2.3 Overall, was your experience with this employer positive, negative, mixed?</b></p> <p>→ Why do you say that?</p> <p>→ IF NEGATIVE/ MIXED- are these issues typical across the programme?</p>	<p>through JGW</p>
<b>3. The young person</b>	
<p><b>3.1 Thinking about [NAME OF YOUNG PERSON], what were their particular skills and interests when they came to JGW?</b></p> <p><b>3.2 Did you feel they would be suited to the role?</b></p> <p>→ Did they have relevant skills/ experience?</p> <p>→ Did you feel they would ‘fit’ with the employer in terms of the company culture/ ethos?</p> <p><b>3.3 What role did you have in their recruitment?</b></p> <p><i>Probe around support to draft job specification, sifting of candidates.</i></p> <p><b>3.4 And what role did you have once they had been recruited?</b></p> <p>→ Did you advise the employer on what support/ training to put in place?</p> <p>→ Did you coordinate their mentor support?</p>	<p style="text-align: center;"><b>5 mins</b></p> <ul style="list-style-type: none"> <li>• Understand the young person’s skills, interests and DA views on their suitability for the role</li> <li>• Understand role of DA post-recruitment</li> </ul>
<b>4. The mentor</b>	
<p><b>4.1 Can you tell me about how you coordinated mentor support for [young person]?</b></p> <p>→ How did you select a mentor for them?</p> <p>→ What kind of experience did their mentor have? (previous work experience, length of time in this role)</p>	<p style="text-align: center;"><b>5 mins</b></p> <ul style="list-style-type: none"> <li>• Understand how the mentor was selected and the level/kind of support provided</li> </ul>



- How often did they meet with their mentor?
- What kind of support did their mentor provide?
- How many other young people did their mentor support?

**4.2 In general, how do you ensure that mentors are providing sufficient and appropriate support to the young people?**

- What are your expectations of your mentors? Do they have any targets (e.g. number of meetings with each young person)?
- How do you assess the quality of the support mentors are providing?  
 PROBE: Do you seek feedback from employers/young people about how helpful they have found their mentor's support? Do mentors have to complete documentation about when they meet with the young person and the support they are providing?

**4.3 Did you have any concerns about this mentor's performance with regards to this young person?**

- If so, how did you address these?

**5. The role**

**5-8 mins**

**5.1 From your perspective, how well did the young person get on in the role?**

- Did they turn up on time, work hard, get on with their colleagues?
- As far as you know did they find the work enjoyable?

**5.2 Were there any particular issues or problems that you were aware of, in terms of their performance, or attitude, or the amount of supervision they needed?**

- How did you become aware of these issues?
- How were they addressed? Did you have a role in addressing them?
- How common were these issues across JGW?

**5.3 From your point of view, did the role reflect the job specification?**

- If no, how was it different?
- How did this impact on the young person's

- Establish whether there were any issues/ problems and how typical these were for the programme

<p>experience?</p> <p><b>5.4 As far as you know, is the employer seeking to keep on the young person beyond JGW?</b></p> <p>→ IF YES – will this be in the same role or a different role?</p> <p>→ Will this be supported through public money, or cost borne entirely by the employer?</p> <p>→ IF NO – why do you think this is?</p> <p>→ How has the young person been supported to work out what they might do next?</p>	
<p><b>6. Last remarks, thanks and close</b></p>	
<p><b>6.1 Do you have any final comments on how the Jobs Growth Wales programme is working or how the programme could be improved?</b></p> <p><b>6.2 Is there anything else we should be aware of while conducting this evaluation?</b></p>	<p><b>2-6mins</b></p> <ul style="list-style-type: none"> <li>• Allows interviewee to make any final comments they would like to make</li> <li>• Ensures closure for interviewee</li> </ul>