



APPENDIX B

Telephone Survey Summary Report for the Pathways to Work Commission

IFF Research



Pathways to Work Commission

Barnsley Council and South Yorkshire
Mayoral Combined Authority

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1. Introduction and Background

The survey is part of The Pathways to Work Commission's research and evidence gathering mission. Barnsley has particularly high rates of economic inactivity, and the Commission was set up in July 2023, tasked with answering one key question: How does Barnsley enable all of our working age population, particularly those currently outside the labour market, achieve pathways to employment?

Broadly speaking, the survey was set up to provide evidence in the following areas:

- Reasons for inactivity including how individuals became disconnected from work
- Attitudes to and perspectives of work
- Perceived barriers to work or moving back towards employment
- Support from this cohort for particular interventions, provision or major system changes, This survey builds on previous qualitative work conducted by the commission, including:
 - 36 in-depth interviews with residents who are currently or formerly economically inactive due to health or caring responsibilities
 - 20 additional shorter 1-1 conversations with young people out of work or people at risk of falling out of work
 - 4 focus groups to discuss solutions and enablers, following up with participants of in-depth 1-1 interviews

For reference, the term 'economically inactive' is used to refer to residents who are not in work and also not looking for work. For the purposes of this survey, students and those who retired by choice were also excluded.

2. Methodology

Overall, 750 economically inactive residents of Barnsley and the Rest of South Yorkshire (Rotherham, Doncaster, Sheffield) were interviewed for the survey.

All interviews were conducted by Computer Assisted Telephone Interviewing (CATI).

Fieldwork was conducted between 6th March – 3rd April 2024.

The sample was sourced from Sagacity Solutions, a database provider who obtained contact details of residents through sources including online surveys, competitions, warranties, and other publicly available lists. In all cases, residents consented to their personal data being passed on and used for research purposes.

We screened residents to ensure they qualified as economically inactive. Key screening questions included:

- Working status
 - To qualify as economically inactive, residents needed to either be unemployed and not seeking employment, unable to work due to health or disability, a full-time homemaker/carer or retired earlier than desired. Students and those who retired by choice were excluded.
- Age
 - Economically inactive residents needed to be aged between 16 and 64 years old
- Local authority area
 - Economically inactive residents needed to live in the local authority areas of Barnsley, Rotherham, Sheffield, or Doncaster

The average interview length was 19 minutes and 22 seconds.

Targets were set for an approximately even split of interviews between Barnsley and the Rest of South Yorkshire, and then monitoring quotas for age and gender were set to ensure the interview profile ended up matching the composition of the economically inactive population of Barnsley and the Rest of South Yorkshire as far as possible.

All differences reported between sub-groups in the text of this report are statistically significant to the 95% confidence level.

Figure 2.1 Survey completes achieved - key groups

Total	Barnsley	Rest of South Yorkshire	Male	Female	16-34	35-44	45-54	55-64
750	371	379	195	549	130	139	208	265

At the analysis stage, weighting was applied to the data to correct for non-response bias and for the fact that we oversampled Barnsley residents relative to the South Yorkshire population as a whole.

A calibration weight was also used to bring the survey data in line with the target population in terms of age and gender.

The population data to weight data to was taken from the ONS Annual Population Survey.

Figure 2.2 below shows the population proportions used for weighting.

Figure 2.2 Proportions used to weight to (based on population data)

	Barnsley		Rest of South Yorkshire	
	Male	Female	Male	Female
Aged 16 to 24 years	2%	1%	3%	4%
Aged 25 to 34 years		2%	5%	10%
Aged 35 to 44 years	1%	2%	5%	9%
Aged 45 to 54 years	2%	2%	7%	10%
Aged 55 to 64 years	3%	4%	12%	17%

All analysis in this report is based on data weighted to these proportions.

3. Executive Summary

1. Health is the most important factor relating to economic inactivity in Barnsley and the Rest of South Yorkshire

Three quarters (76%) of the economically inactive residents interviewed had a health condition. Nearly all of this group (98%) said their health condition affected their ability to carry out day-to-day activities.

In addition to this, half (50%) said that personal illness was the reason their last job came to an end – making it the most common reason.

Furthermore, when asked to select the barriers that made it difficult to get employment, the most frequently selected barrier was health issues/disability/illness (62%).

Caring responsibilities were also an important barrier to employment – 50% listed this as a barrier, while 30% listed it as a reason their last job ended.

2. Younger residents who had been out of work for a shorter period of time were the most eager to get back into employment

Desire to get back into work decreased the longer a resident is economically inactive. Nine in ten (91%) residents who had only been out of work for 12 months or less were interested in taking a job that aligned with their skills and interests, compared to 60% of those who had been out of work for 5 years or more.

Residents who had been out of work for 12 months or less were much more likely to want employment support from the council than residents who had been out of work for 5 years or more (71% vs 37%).

Health conditions were the most commonly listed barrier to employment (62%) and the most commonly listed reason for previous employment ending (50%) – and younger residents were much less likely to have a health condition or illness than older residents (87% of those aged 55-64 had a health condition, compared to 67% of those aged 25-34).

3. Differences between Barnsley and South Yorkshire were only pronounced in a few areas – mainly in attitudes towards employment support

In general, attitudes towards work among residents of Barnsley and the rest of South Yorkshire were similar – in most instances there were not significant differences between the two groups.

However, the Rest of South Yorkshire group were more in favour of getting back to work - 71% of the Rest of South Yorkshire say they would take a job that aligned with their skills and interests, compared to 64% of Barnsley residents.

Barnsley residents were also less likely to say they are interested in employment advice from the council (39% vs 50%). When asked how useful they would find different forms of employment support, residents of Barnsley were less interested in almost every form of support than residents of the Rest of South Yorkshire – suggesting that there is a greater appetite for employment support and advice in other parts of the region.

4. Half said they could have been helped to stay in work – and a similar share were interested in employment support

There was a 50/50 split in views between economically inactive residents when asked whether they felt they could have been helped to stay in work (51%), and whether they were interested in employment support from the council (48%).

Although these figures can be framed positively, they also highlight one of the key challenges facing the commission – the fact that half of all residents are *not* interested in employment support, and so may not be open to interventions to get them back into work.

Most residents had never received forms of support such as confidence building and digital skills training, while those who had received it did so some time ago. Forms of support that offered financial help were most popular; for example, 62% said they would be interested in a scheme that guaranteed that, for the first 12 months after taking a new job, they would not be worse off financially. One-to-one sessions with a support worker were also much more popular than group sessions (68% vs 13%).

4. Background and employment history

This chapter outlines the background of economically inactive residents, including breakdowns of key demographics such as physical and mental health, household status, highest level of qualification, age, gender, and ethnicity. The chapter also outlines economically inactive residents' employment history, including their last time in paid work, reasons for their last job coming to an end and factors that could have enabled them to stay in work.

Key demographics

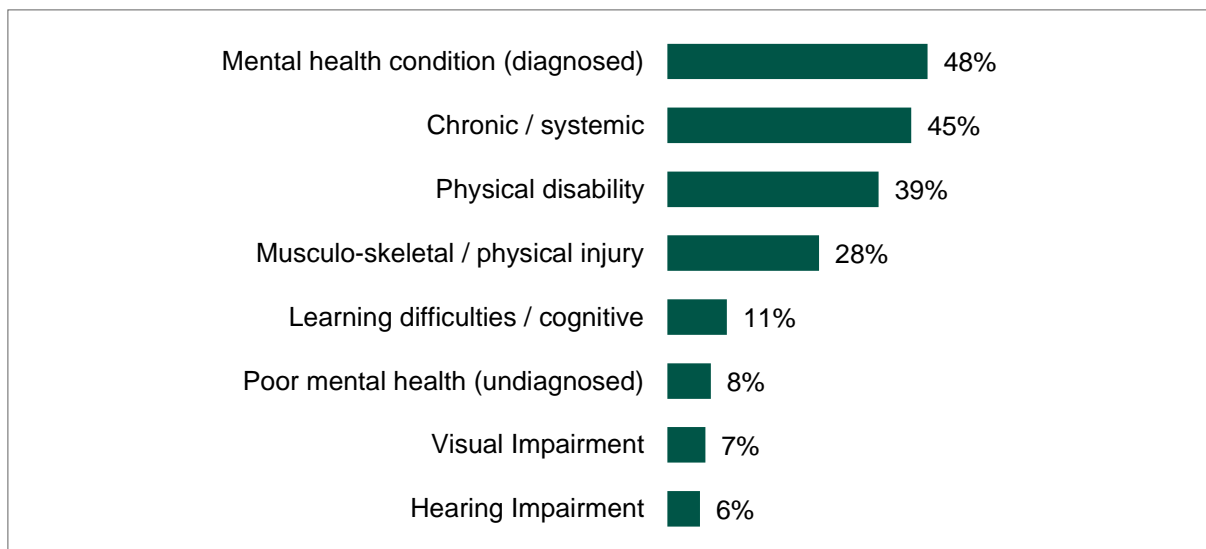
Physical and mental health

Three in four economically inactive residents (76%) had a physical or mental health condition. This was more common among:

- Older economically inactive residents, aged 55-64 years old (87% compared to 76% average)
- Economically inactive residents who have been out of work for over 5 years (84% compared to 76% average).

As shown in Figure 4.1 below, the most common health conditions were diagnosed mental health conditions (48%), chronic illnesses (45%), and physical disabilities (39%). About four in ten economically inactive residents (42%) had one physical or mental health condition, while three in ten economically inactive residents (29%) had two, and a quarter (27%) had more than two physical or mental health conditions.

Figure 4.1 Most common physical or mental health conditions



D3 Which of the following describes your illness, condition, or disability? Base: All with health condition (567); only included responses of 5% and above.

When asked the extent to which their condition(s) reduced their ability to carry out day-to-day activities, the majority of economically inactive residents (98%) agreed that it did. Within this, three in four economically inactive residents (73%) stated that their condition impacted their ability to carry out day-to-day activities 'a lot', while a quarter of economically inactive residents (25%) stated that their

condition impacted them 'a little'. Only two percent (2%) of economically inactive residents stated that their condition did not impact their ability to carry out day-to-day activities at all.

The Office National Statistics (ONS) definition of disability is as follows:

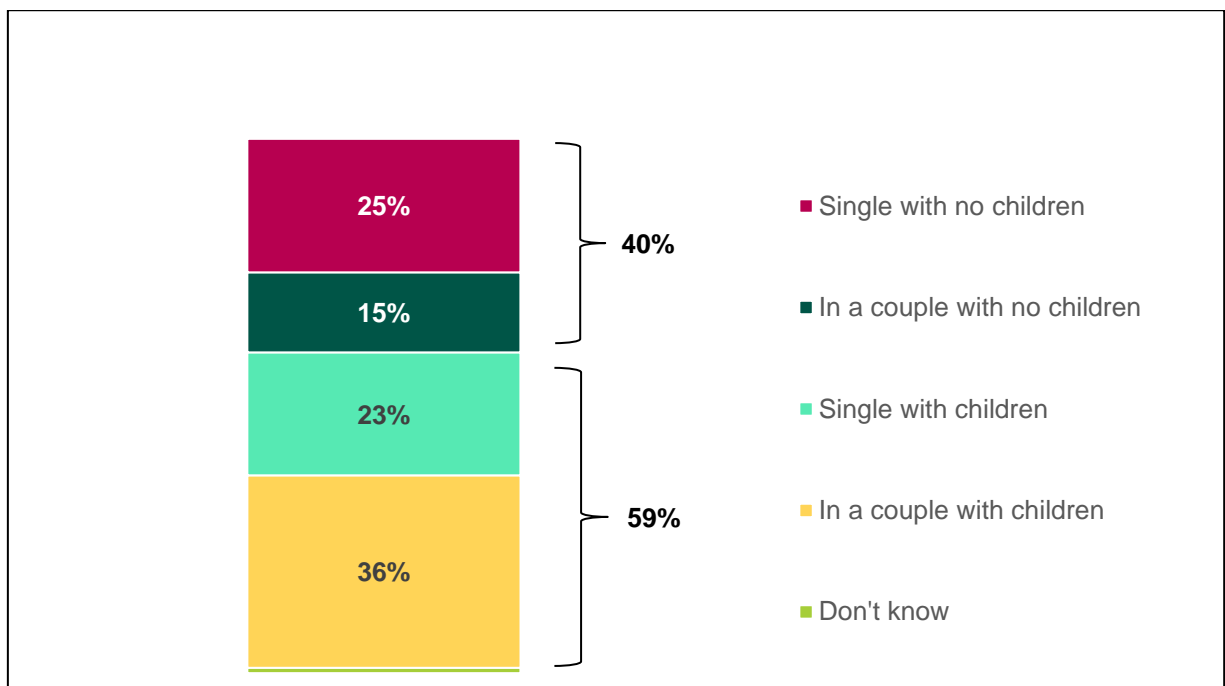
People who assessed their day-to-day activities as limited by long-term physical or mental health conditions or illnesses are considered disabled.¹

As such, 98% of economically inactive residents with a health condition that we interviewed met this definition of disability, and 74% of our total population of economically inactive residents met this definition. For comparison, the proportion of residents of Yorkshire and the Humber with a disability is much lower at 19%, while in England as a whole it is 18%.² This clearly demonstrates that disability and related health problems are crucial in explaining the reasons for economic inactivity.

Household status

As shown in Figure 4.2 below, three in five economically inactive residents (59%) had children: just under a quarter of economically inactive residents (23%) were single with children, and just over a third (36%) were in a couple with children. Two in five economically inactive residents (40%) did not have children: a quarter (25%) were single with no children, and fifteen percent (15%) were in a couple with no children.

Figure 4.2 Household status



F2. Which of the following most closely represents your household? Base: All (750).

1 Disability variable: Census 2021,

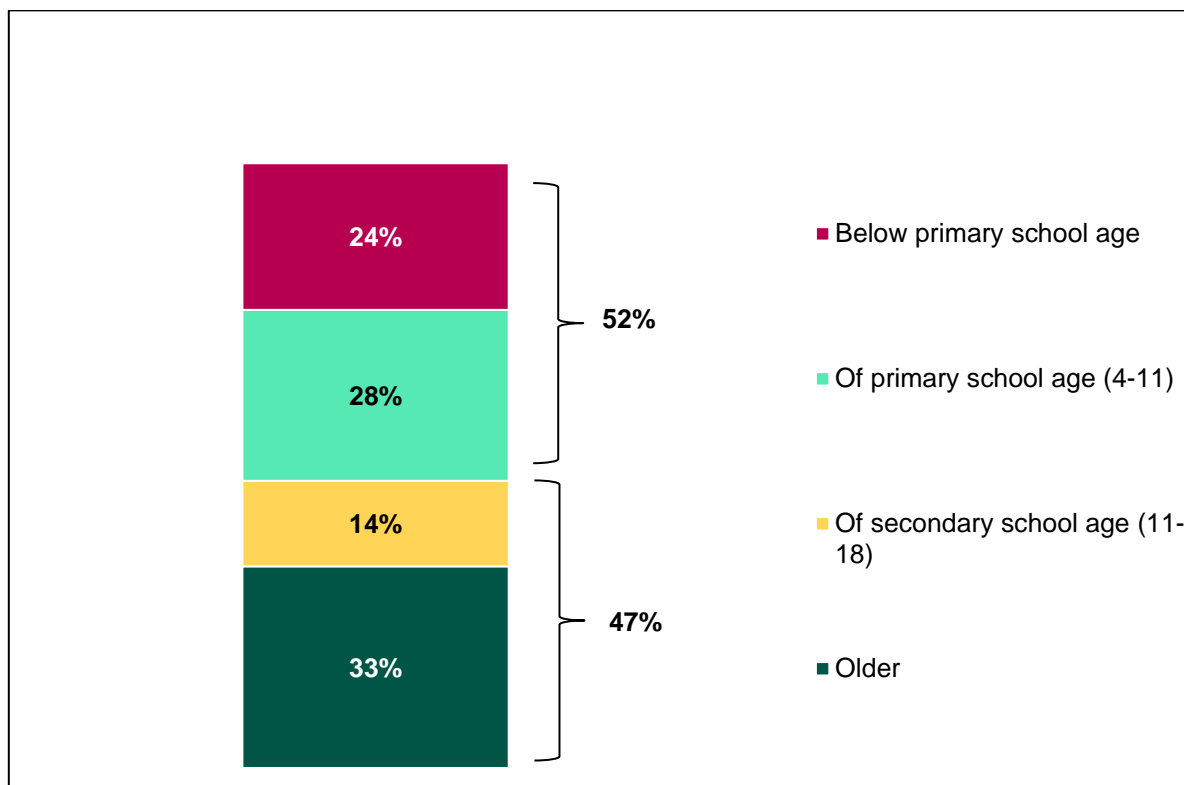
<https://www.ons.gov.uk/census/census2021dictionary/variablesbytopic/healthdisabilityandunpaidcare/variables/census2021/disability>

2 Disability, England and Wales: Census 2021,

<https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021>

Figure 4.3 shows the age of economically inactive residents' youngest child. A third of economically inactive residents who have children (33%) stated that their youngest child was over the age of 18, fourteen per cent (14%) stated that they were of secondary school age, just over a quarter (28%) stated that they were of primary school age, and a quarter (24%) stated that they were below primary school age.

Figure 4.3 Age of youngest child



F3 Is your youngest child...? Base: All who have children (462)

Highest level of qualification

Figure 4.4 Highest level of qualification

In terms of qualifications, almost one in three economically inactive residents (28%) had a trade or vocational qualification such as an NVQ, SVQ or a certified trade such as an electrician, plumber or mechanic. Just over one in five economically inactive residents had either GCSEs (23%) or no qualifications (22%), and a smaller number of economically inactive residents (14%) had a A-levels or a degree level qualification or higher.

Qualification	Proportion
GCSEs	23%
Trade or vocational	28%
Degree or A-levels	14%

No qualifications	22%
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Age, gender, and ethnicity

About one in ten economically inactive residents (8%) were aged between 16-24 years old; similar proportions were aged between 25-34 years old (18%) and 35-44 years old (17%) and 45-54 years old (20%), and just over a third were aged between 55-64 years old (36%).

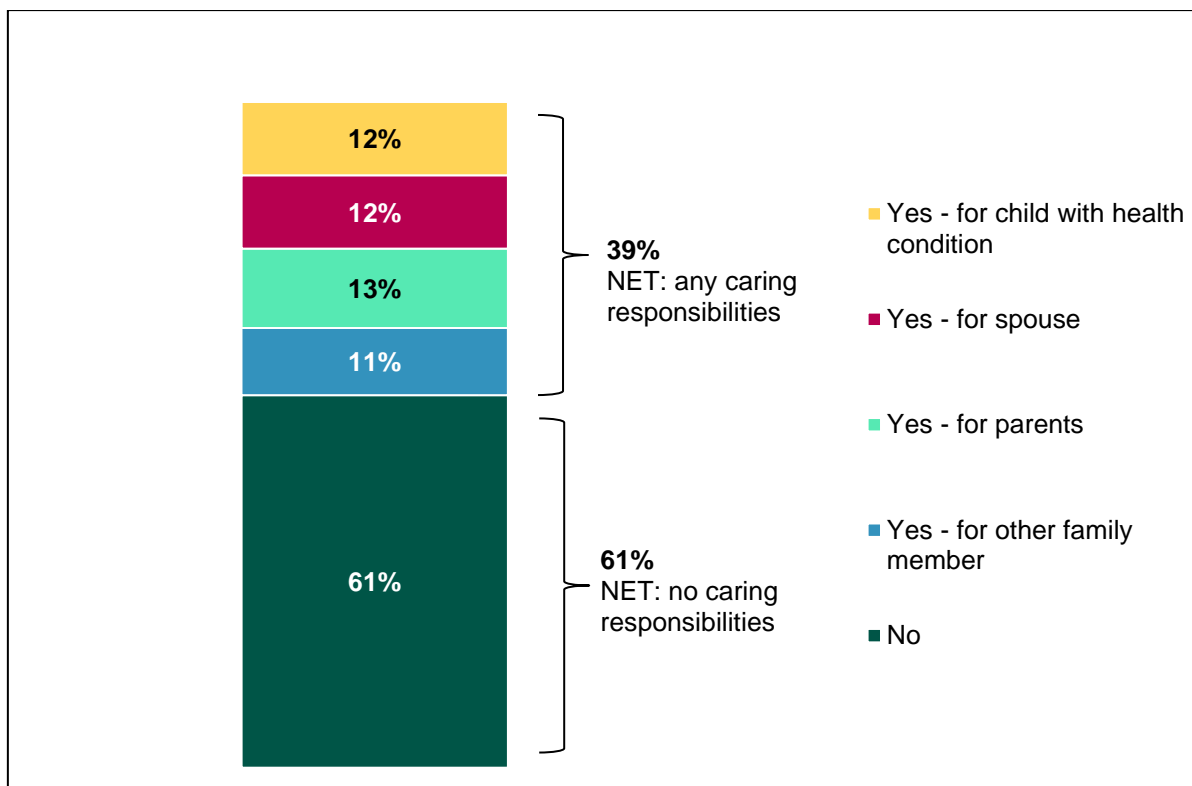
In terms of gender, three in five economically inactive residents were female (60%) while two in five were male (39%).

Nine out of ten economically inactive residents (90%) were White, while small proportions of economically inactive residents were of mixed or multiple ethnicity (3%), Asian or Asian British (2%), or Black, African, Caribbean or Black British (2%).

Caring responsibilities

When respondents were asked whether they had any caring responsibilities additional to childcare, three in five (61%) economically inactive residents did not have caring responsibilities, while the remaining two in five (39%) had a caring responsibility of some sort. Figure 4.5 shows the breakdown in more detail.

Figure 4.5 Whether economically inactive residents had any caring responsibilities



F4. Do you have any caring responsibilities? Base: All (750)

Other challenges

A small number of economically inactive residents shared that they were in considerable financial debt (13%), that they were in care before the age of sixteen (6%), that they were an ex-offender (4%), or that they had issues with drugs and alcohol (3%). Those with no qualifications were more likely to have been in care before the age of sixteen than average (10% vs 6%) and to be an ex-offender (8% vs 4%). Economically inactive residents whose highest level of education was a trade or vocational course were more likely to say they were in considerable financial debt than average (18% vs 13%).

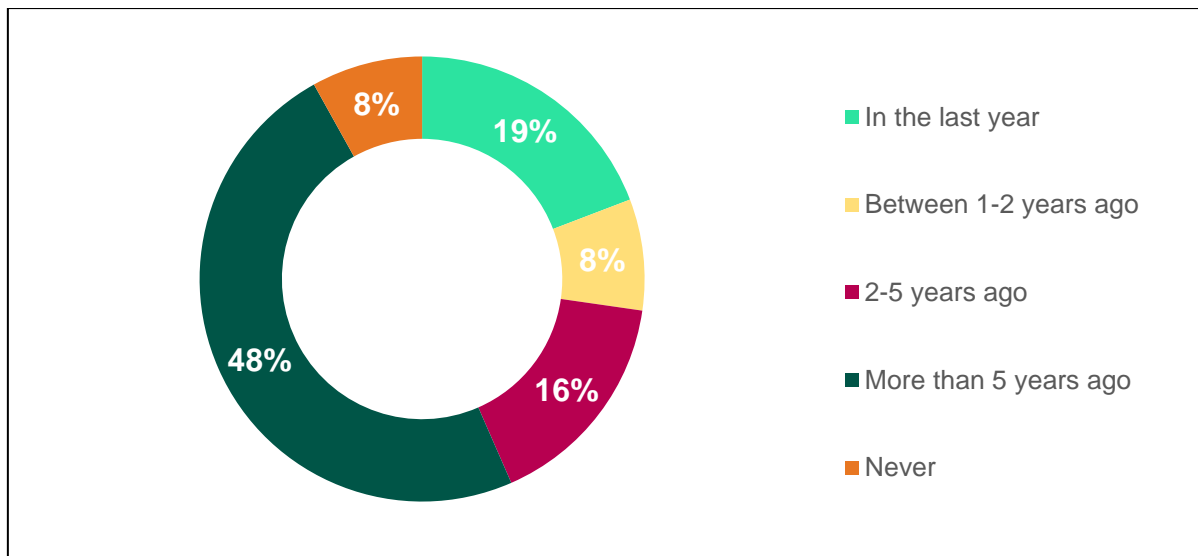
Employment history

Last time in paid work

Figure 4.6 below shows that nearly half of economically inactive residents (48%) had been out of employment for more than 5 years. This was more common among older economically inactive residents aged between 55-64 years old (59%) and among economically inactive residents who had physical or mental health conditions (53%).

A similar proportion of economically inactive residents had been in work in the past year (19%) and between 2-5 years ago (16%). Under one in ten economically inactive residents had been in work between 1-2 years ago (8%) or had never been in work (8%).

Figure 4.6 Last time economically inactive residents were in paid work



A1. When was the last time you were in paid work (Full or part time)? Base: All (750).

Time spent doing paid work since leaving education

After leaving education, economically inactive residents had a range of different working patterns: a third (34%) worked solidly without a break until their last job finished; a quarter (26%) worked solidly with one or two gaps without a job; and the remainder either spent as much time working as not working (16%) or spent most of their time not working (17%). Therefore, the majority (60%) generally worked solidly until their last job, suggesting that an event occurred which disrupted their previous working pattern. This was more common among:

- Those who had a job in the last 1-2 years (79%)

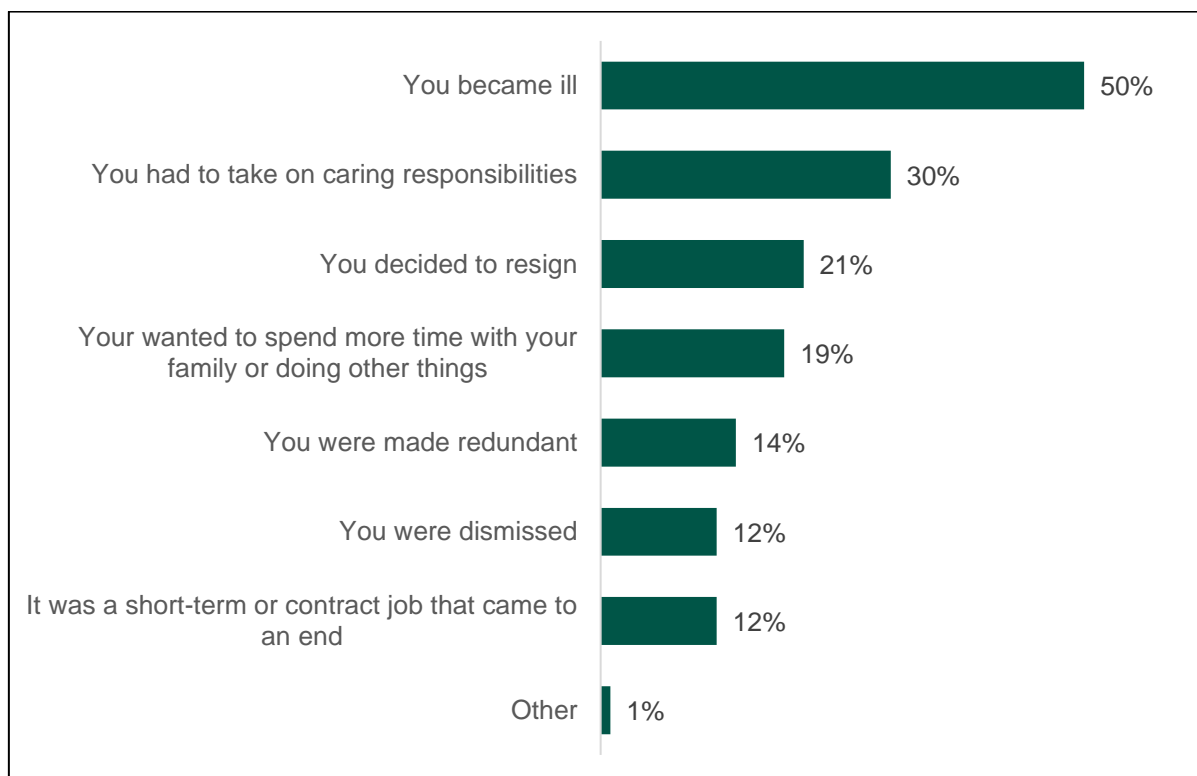
- Those interested in taking a job 'now' (75%)
- Those without a health condition (65%).

When compared to economically inactive residents' highest levels of qualifications, those with no qualifications were more likely to have spent most of their time not working (28% compared to 17% on average). On the other hand, those with trade or vocational qualifications were more likely to have spent their time working solidly (68% compared to 56% average).

Reasons for last job coming to an end

When asked the reasons for their last job coming to an end, personal illness (50%) and caring responsibilities (30%) were the most common reasons. Figure 4.7 shows the reasons given in more detail. Listing illness as the reason for their last job coming to an end was more common among economically inactive residents who had stated that they will never go back to work (74%) and among economically inactive residents who had been out of work for over five years (56%).

Figure 4.7 Main reasons why economically inactive residents' last job came to an end



A3. Why did your last job come to an end. Was it because...? Base: All who have worked at some point (693); only including responses of 5% and above.

Factors that could have enabled economically inactive residents to stay in work

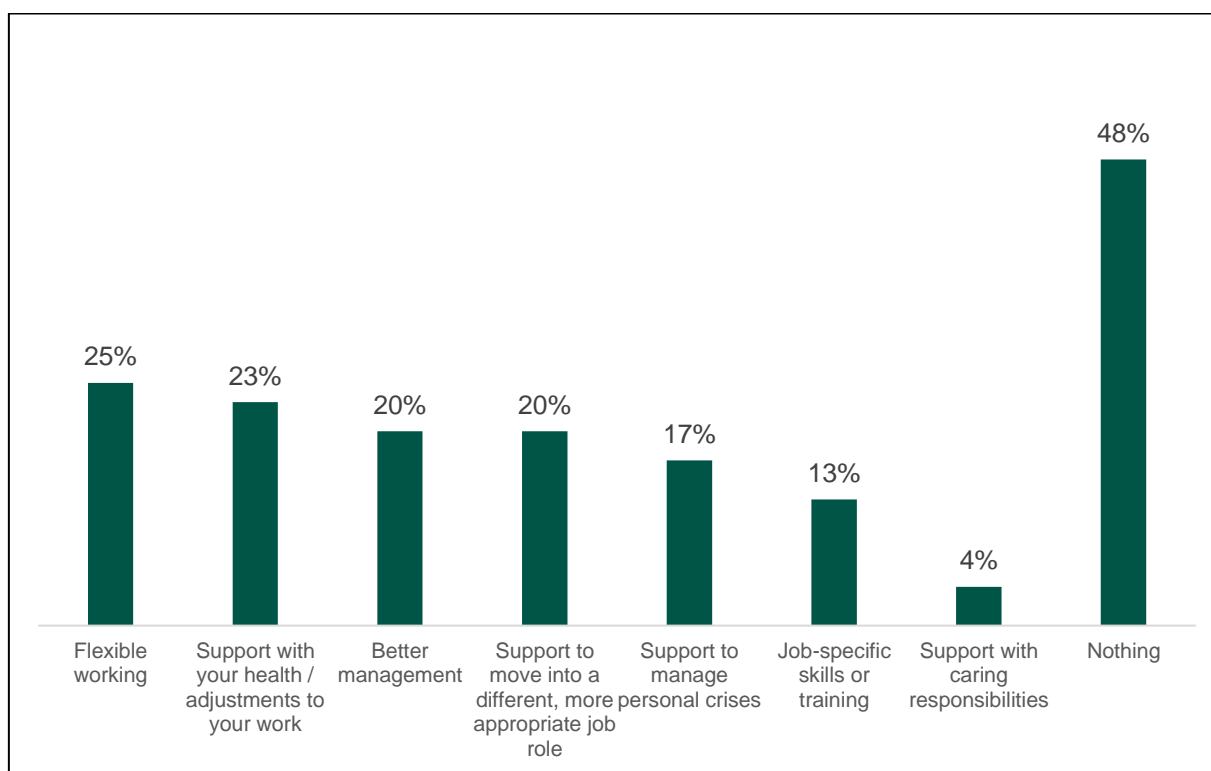
When economically inactive residents were asked whether there was anything that could have been done to enable them to stay in work, almost half (48%) stated that nothing could have been done. This was more likely among:

- Older economically inactive residents aged 55-64 years old (58% compared to 32% for economically inactive residents aged 25-34 years old)

- Economically inactive residents with health conditions (50% compared to 41% for economically inactive residents without a health condition)

Figure 4.8 below shows that several factors were mentioned by a similar proportion of economically inactive residents, suggesting that there is no single factor that stands out above all others the reason why residents could not stay in work. Flexible working conditions (25%) and health adjustments (23%) were listed most often, indicating the challenges some residents have had with workplaces failing to accommodate their specific needs. Residents of the Rest of South Yorkshire were more likely than residents of Barnsley to list flexible working conditions as a factor (27% vs 18%). Beyond this, better management (20%) and support to move into a different, more appropriate job role (20%) were listed by one in five, with support to manage personal crises (17%) and job-specific skills or training (13%) selected by a smaller share. Younger adults aged 25-34 years old were more likely to select a number of factors, including flexible working or flexible shifts (40% compared to 25% average), better management or a better line manager (29% compared to 20% average), as well as job-specific skills or training (20% compared to 13% average).

Figure 4.8 Factors that could have enabled economically inactive residents to stay in work



A4. Is there anything that could have been done to enable you to stay in work at this point? For example....? Base: All who have worked at some point (693); only including responses of 5% and above.

Proportion in receipt of Universal credit or state benefits

Just over eight in ten economically inactive residents (82%) were in receipt of Universal Credit or other state benefits. This was more common among:

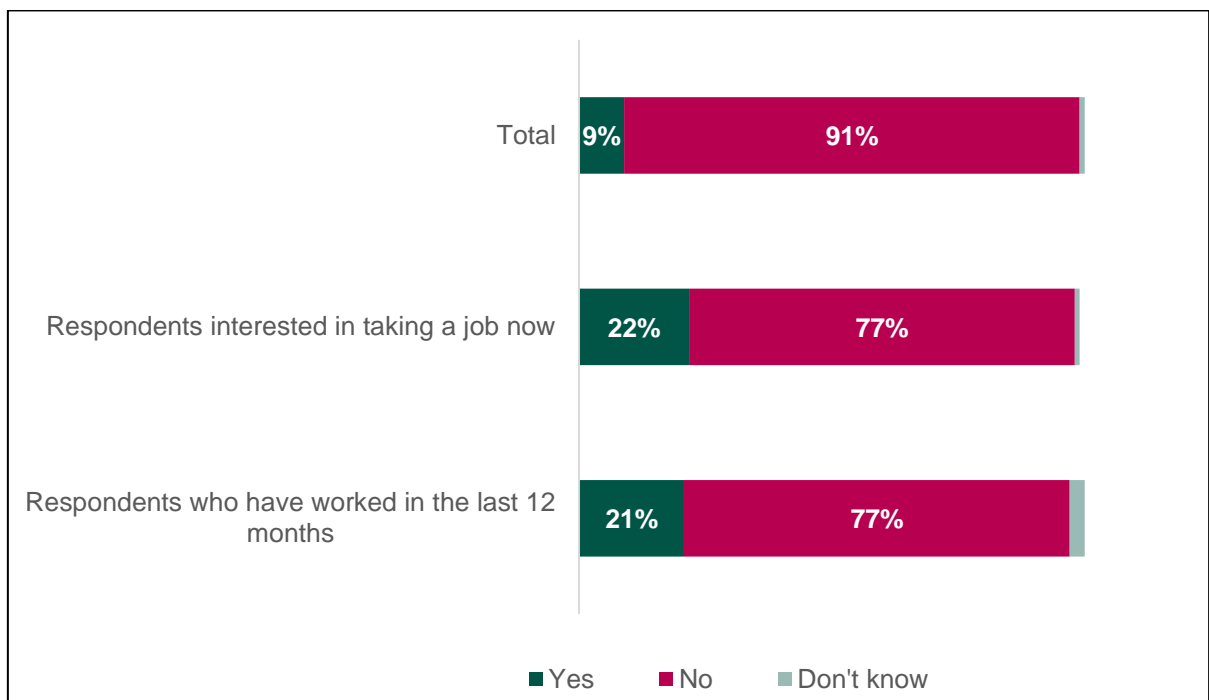
- Economically inactive residents who were single with children (94%)
- Economically inactive residents who have a physical or mental health condition (90%)

- Economically inactive residents who have been out of work for over 5 years (87%)

As shown in Figure 4.9 below, of the economically inactive residents who were in receipt of Universal Credit or other state benefits, only one in ten (9%) had to evidence that they were taking steps to find work as part of their agreement.

However, residents who were in receipt of state benefits and were interested in taking a job were more likely to have to provide evidence that they were taking steps to find work (22% vs 9%). Similarly, residents who receive state benefits and have worked in the past 12 months were more likely to have to provide evidence that they were taking steps to find work (21% vs 9%).

Figure 4.9 Proportion of economically inactive residents who must provide evidence that they are taking steps to find work, by key groups



A6. Do you have to show that you are taking steps to find work to receive benefits? Base: All in receipt of benefits (621); receipt of state benefits and interested in taking a job now (63); receipt of state benefits and have worked in the past 12 months (79)

5. Attitudes and barriers to work

This chapter will outline economically inactive residents' attitudes to work, including their views on the value of work, how fulfilling they find the idea of working and whether returning to work feels like a realistic goal for them. The chapter will then explore different barriers that prevent economically inactive residents from entering the labour market.

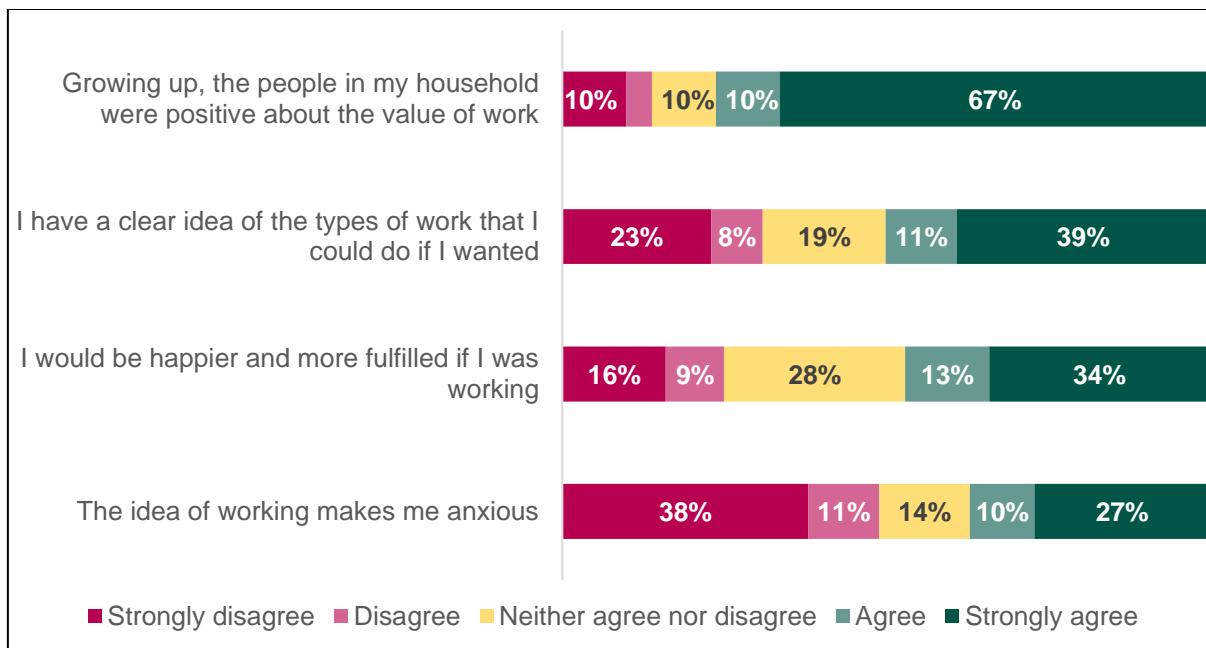
Attitudes to Work

Perceived value of work

In general, attitudes to work were ambivalent. There was a wide degree of variance in responses, indicating that there were few areas where residents generally shared the same perspective about work.

The only area of consensus related to the statement 'growing up, the people in my household were positive about the value of work', which more than three in four (77%) residents agreed with. Only fourteen per cent (14%) disagreed with this statement, indicating that only a small minority grew up in an environment where the positive value of work was questioned.

Figure 5.1 Agree/disagree statements – perceived value of work



B1. How much do you agree or disagree with the statement? Base: All (750)

However, as Figure 5.1 above shows, only one in two (50%) agreed that they had a clear idea of the types of work they could do if they wanted to. This figure was lower among residents that lived with a health condition than it was among residents with no health condition (44% vs 70%).

A similar share (47%) agreed that they would be happier and more fulfilled if they were working. Residents of Barnsley were less likely than residents of the Rest of South Yorkshire to agree with this statement (38% vs 49%), while those who had been in work in the last 12 months were much more

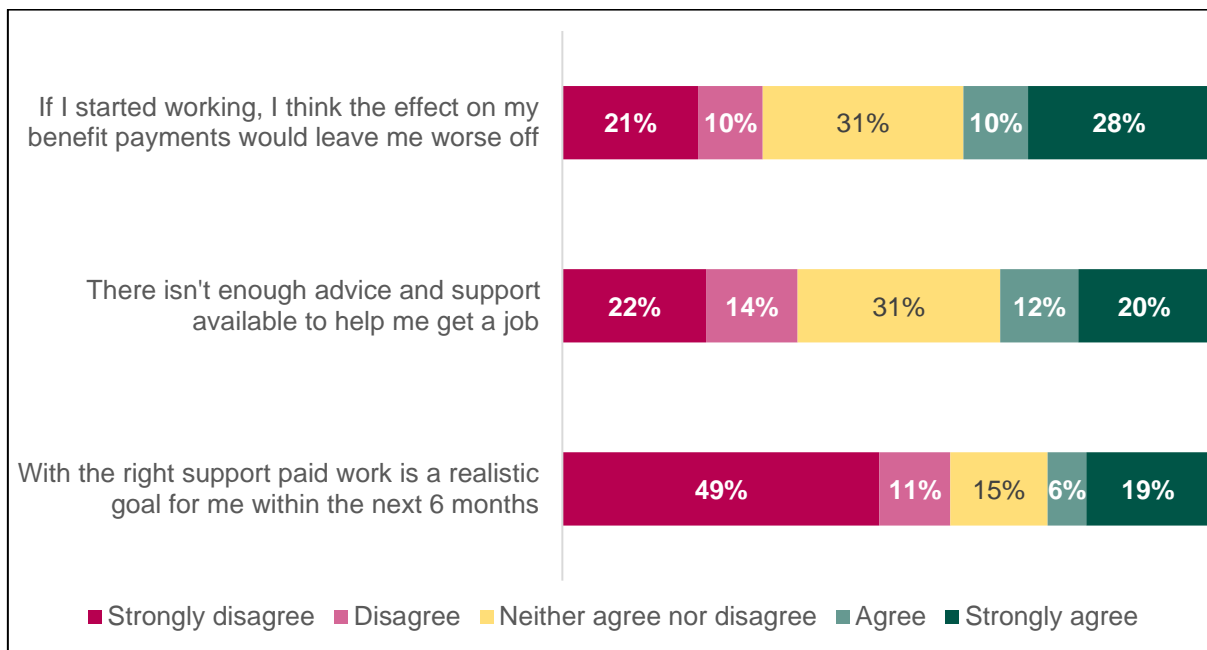
likely than those who had been out of work for more than 5 years to agree that work would make them happier and more fulfilled (69% vs 41%).

More than one in three (37%) agreed that the idea of working makes them feel anxious. While this only represents a minority of residents, it is a sizeable minority nonetheless, and aligns with the relatively high prevalence of mental health conditions among the residents we spoke to (mental health conditions were the most commonly listed condition among those living with health conditions – see Figure 4.1). Females were more likely than males to say the idea of work made them anxious (40% vs 32%), and residents living with health conditions were also much more likely than those living without health conditions to agree with the statement (43% vs 18%).

Support and the financial implications of work

Again, attitudes to this area of work were mixed, with a spread of responses registered. The statement that generated the most consensus was ‘with the right support, paid work is a realistic goal for me within the next 6 months’, which a majority (60%) disagreed with. Responses were split for the remaining statements.

Figure 5.2 Agree/disagree statements – support and the financial implications of work



B2. How much do you agree or disagree with the statement? Base: All (750)

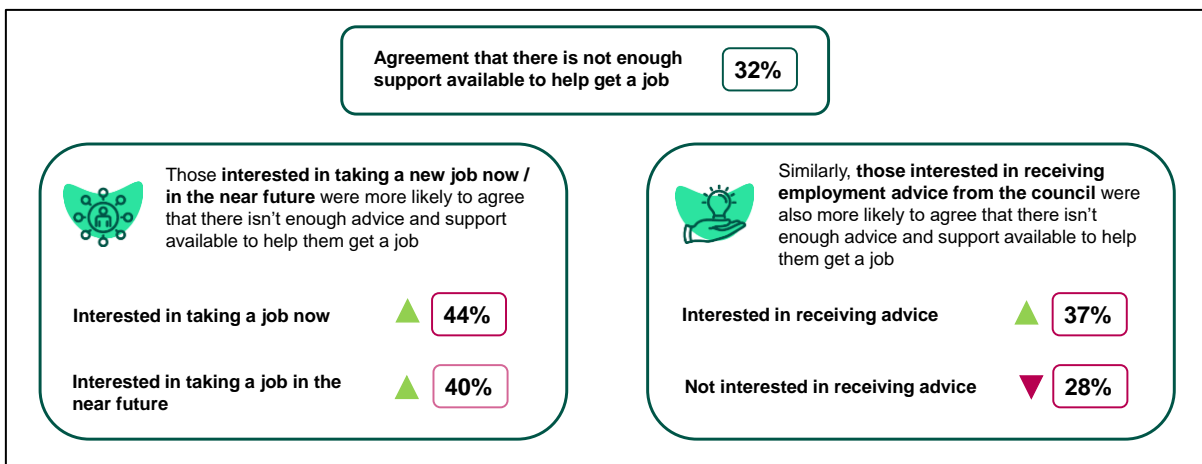
Just under two in five (38%) said working would leave them worse off financially. This figure was higher among:

- Residents of the Rest of South Yorkshire (40% compared to 30% among residents of Barnsley)
- Those with caring responsibilities (43% compared to 35% among those without caring responsibilities)

The fact that more than one in three residents believed that working would leave them worse off financially presents a challenge for the commission; whether this perception is accurate or not, residents must be certain that working will leave them in a better financial position than not working to consider work a viable option. A sizeable proportion (31%) neither agreed nor disagreed with the statement, suggesting that they were unsure whether working would improve their current financial situation. This concern with the financial implications of work was also reflected in the preference for forms of support which offer financial help seen in Figure 6.2.

Around a third (32%) agreed that there isn't enough advice and support available to help them get a job. Responses were evenly split for this question: about a third disagreed (36%), agreed (32%) and said they neither agreed nor disagreed (31%). The high proportion of residents selecting that they neither agreed nor disagreed suggests that these economically inactive residents did not have a clear idea of the employment support and advice available to them.

Figure 5.3 Agree/disagree statement – There isn't enough advice and support available to help me get a job



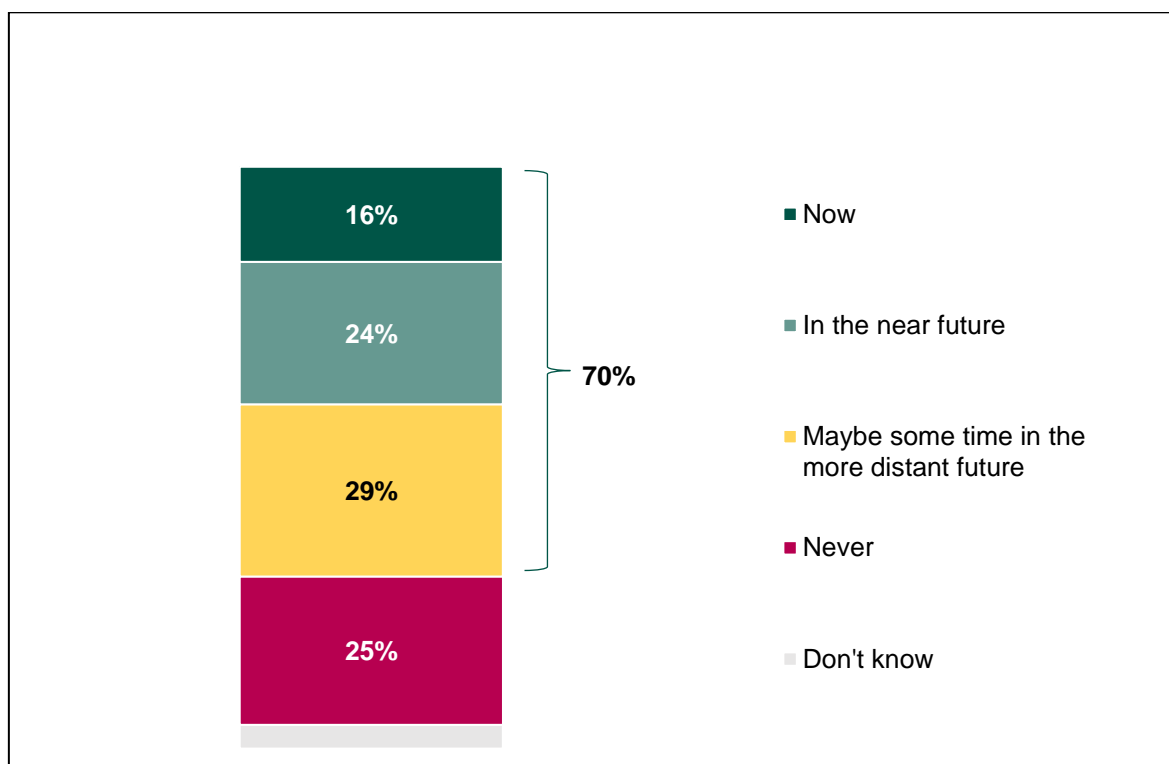
B2. How much do you agree or disagree with the statement? There isn't enough advice and support available to help me get a job. Base: All (750)

As Figure 5.3 shows, those that were interested in taking a job either now or in the near future were much more likely than average to say there isn't enough advice and support available to help them get a job. In addition to this, those that were interested in receiving employment advice from the council were also more likely to say there isn't enough employment support available to them. This shows that residents who most want and need employment support were the most likely to say that the support available is not adequate, demonstrating the need to change perceptions in this area.

Interest in taking a job that aligns with skills, interests and circumstances

As shown in Figure 5.4, seven in ten (70%) indicated that they would take a job that aligned with their skills, interests and circumstances if one were available. However, there was a divide over acceptable timeframes: 16% said they would accept such a job now, 24% would do so in the near future and 29% say they would 'maybe' do so in the more distant future. A quarter (25%) said they would never accept such a job.

Figure 5.4 Interest in taking a job that aligns with skills, interests, and circumstances



B3. If you could be matched with a job aligned with your skills, interests and circumstances, would you be interested in taking it...? Base: All (750)

Several key groups were less likely than average to say they would accept a job that aligned with their skills, interests, and circumstances. These included:

- Residents of Barnsley (64% vs 71% of residents of the Rest of South Yorkshire)
- Older residents aged 55-64 (51% vs 70% overall average)
- Those living with a health condition (65% vs 86% of those without a health condition)
- Those who have been out of paid work for 5+ years (60% vs 91% of those who have been in paid work within the last year)
- Those not interested in receiving employment advice from the council (48% vs 94%)
- Those who have no formal qualifications (61% vs 70% average)

Perceived proximity to work

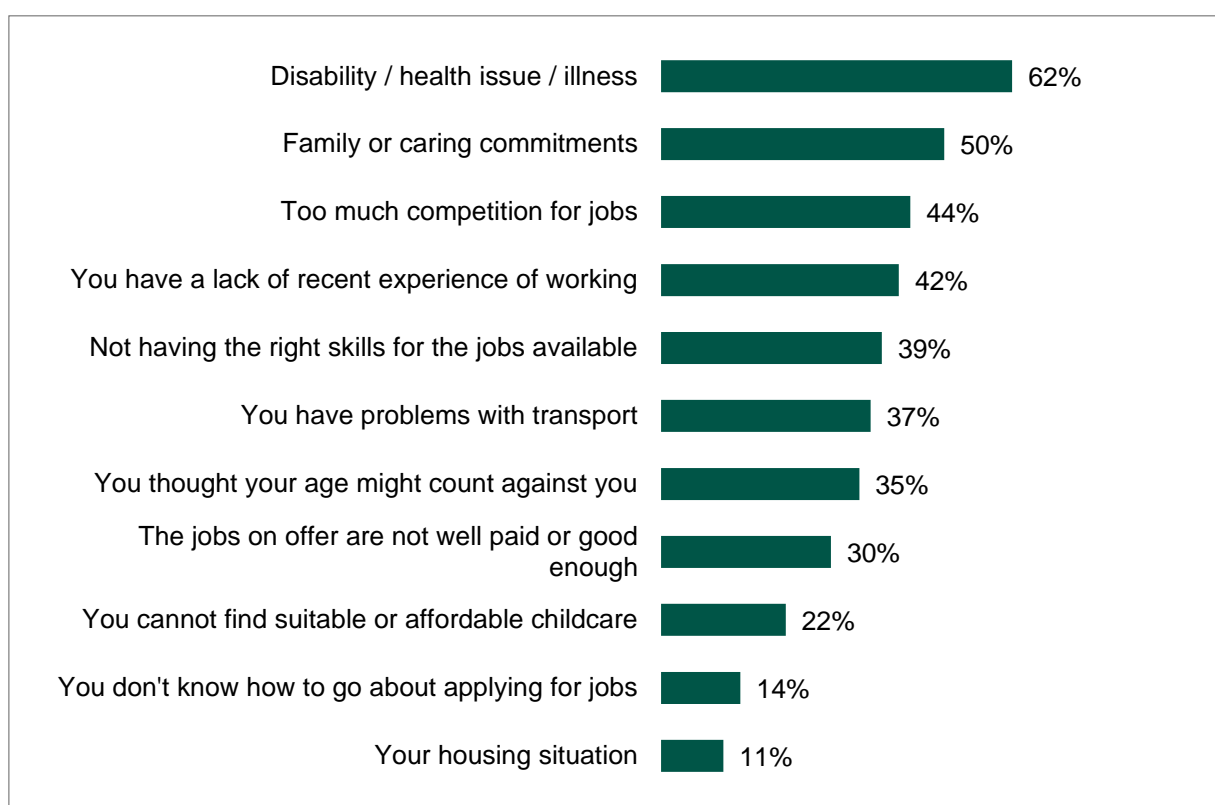
A quarter (25%) agreed that, with right support, paid work was a realistic goal for them within the next six months. A much larger proportion (60%) disagreed with the statement, indicating that most residents did not feel paid work was a realistic goal for them in the near future. Some groups were much less likely to agree with the statement than other groups:

- Those living with a health condition (17% vs 48% living without a health condition)

- Older economically inactive residents aged 55-64 (15% vs 26% of 25-34 year olds)
- Those with caring responsibilities (21% vs 28% of those without caring responsibilities)
- Those who had been out of paid work for 5+ years (12% vs 57% of those who had been in paid work in the last year)

Barriers to work

Figure 5.5 Barriers to work



C1. Would you say any of the following would make it difficult for you to get employment? Base: All those who would be interested in taking a job (508); only including responses of 5% and above.³

As shown in Figure 5.5, the most prevalent barrier to employment was disability/health issues/illness, with just over six in ten (62%) selecting this. Older residents aged 55-64 (80%) and those who have been out of paid work for more than 5 years (68%) were two of the groups most likely to list this factor.

After this, family or caring commitments were the second most commonly selected barrier, with half of economically inactive residents (50%) listing this. Those living with children were much more likely than those without children to list family or caring commitments as a barrier. Competition for jobs was

³ The response codes selected by fewer than 5% of participants not shown in the graph included: alcohol and drug dependency (4%); issues with your citizenship or visa (1%); lack of confidence (<1%); discrimination (<1%); other (<1%); not applicable / no issues getting a job (<1%); and none of the above (1%).

more often seen as a barrier in the Rest of South Yorkshire (47%) than it was in Barnsley (33%), while housing situation was more of a barrier in the Rest of South Yorkshire than it was in Barnsley (12% vs 6%).

Two thirds (66%) of economically inactive residents who answered this question listed three or more barriers. This illustrates the fact that, for an individual, barriers to employment are often multiple, and most residents experience several barriers to employment at the same time. So, when thinking about interventions, it is crucial to ensure that a holistic approach is taken, which sees barriers as intertwined and not as singular, isolated entities.

Further analysis of the data shows that certain barriers are more likely to be selected in combination with each other than others. The barriers that are most often selected with the two most common barriers (disability/health issues/illness and caring responsibilities) are shown below.

Barriers most often selected with disability/health issues/illness:

- Thought age might count against them (72% of those who selected this option also selected disability/health issues/illness)
- Problems with transport (72% of those who selected this option also selected disability/health issues/illness)
- Lack of recent experience of working (69% of those who selected this option also selected disability/health issues/illness)

Here we see further evidence of the close link between health issues and advancing age - this time in the fact that more than 7 in 10 (72%) of those who list health conditions as a barrier to employment also list negative perceptions of their age as a barrier. Challenges with transport is also a key obstacle for those who list health issues as a barrier (also listed by 72% of this group), demonstrating that the journey into work is a real physical barrier to many. Lack of recent experience of working is also selected by nearly 7 in 10 (69%) of those who selected health issues as a barrier, suggesting that those with health conditions are more likely to have been out of work in the long term.

The barriers most often selected with family or caring commitments were:

- Cannot find suitable or affordable childcare (83% of those who selected this option also selected family or caring commitments)
- Lack of recent experience of working (57% of those who selected this option also selected family or caring commitments)
- Jobs on offer are not well paid or good enough (57% of those who selected this option also selected family or caring commitments)

Lack of affordable or suitable childcare is evidently a major problem for those with family or caring commitments, as it was mentioned by 83% of this group. Lack of recent experience of working is listed by more than half of those with family or caring commitments, again emphasising the acute challenges faced by residents who have been out of work in the long term. Pay is listed by a similar proportion.

6. Views on types of support

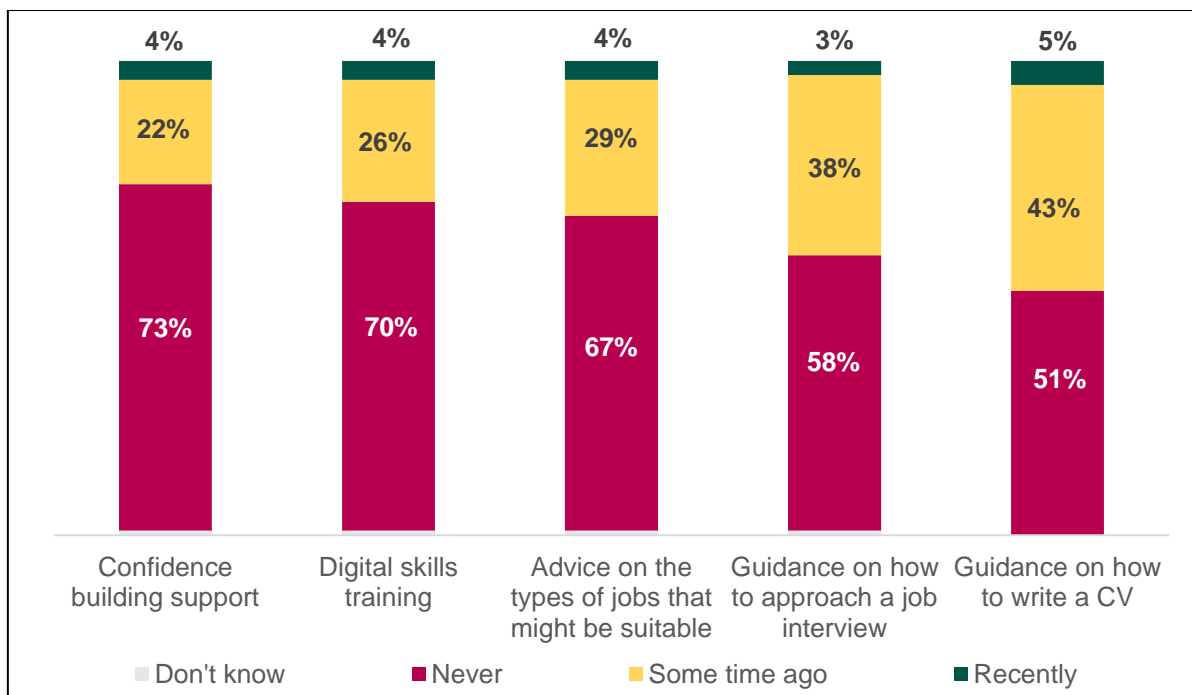
This chapter outlines economically inactive residents' experiences of types of employment support, their perceptions of the usefulness of different types of potential employment support and their preference for types of employment support in the future.

Experiences of employment support

As shown in Figure 6.1, most economically inactive residents had never received employment support, and of those who had, most had received it some time ago.

The most common type of employment support received was guidance on how to write a CV, but this was only received by just over half of economically inactive residents and usually 'some time ago' (47%) rather than recently (6%). It was least likely for economically inactive residents to have experienced digital skills training with fewer than a third (28%) of economically inactive residents ever having received this.

Figure 6.1 Economically inactive residents experience of employment support



E1. Have you received any of the following? Base: All (750)

As shown below in **Error! Reference source not found.**, some groups of economically inactive residents were less likely than others to have received employment support. Most prominently, those without qualifications were less likely than others to have received all the types of support listed above. Economically inactive residents aged between 55 and 64 years old were also almost always less likely than others to have received employment support. The only exception to this was digital skills training for which there was no difference by age.

In three areas, those with caring responsibilities were also less likely to have received types of support than those without; these were guidance on how to write a CV, advice on the types of jobs that might be suitable and confidence building support.

Figure 6.2 Groups of economically inactive residents with reduced likelihood of having received employment support previously

	All	Caring responsibilities	Aged 55-64	Without qualifications
Guidance on how to write a CV	53%	45%*	42%*	41%*
Guidance on how to approach a job interview	47%	48%	39%*	31%*
Advice on the types of jobs that might be suitable for you	36%	32%*	29%*	29%*
Confidence building support	31%	26%*	26%*	24%*
Digital skills training	28%	26%	27%	13%*

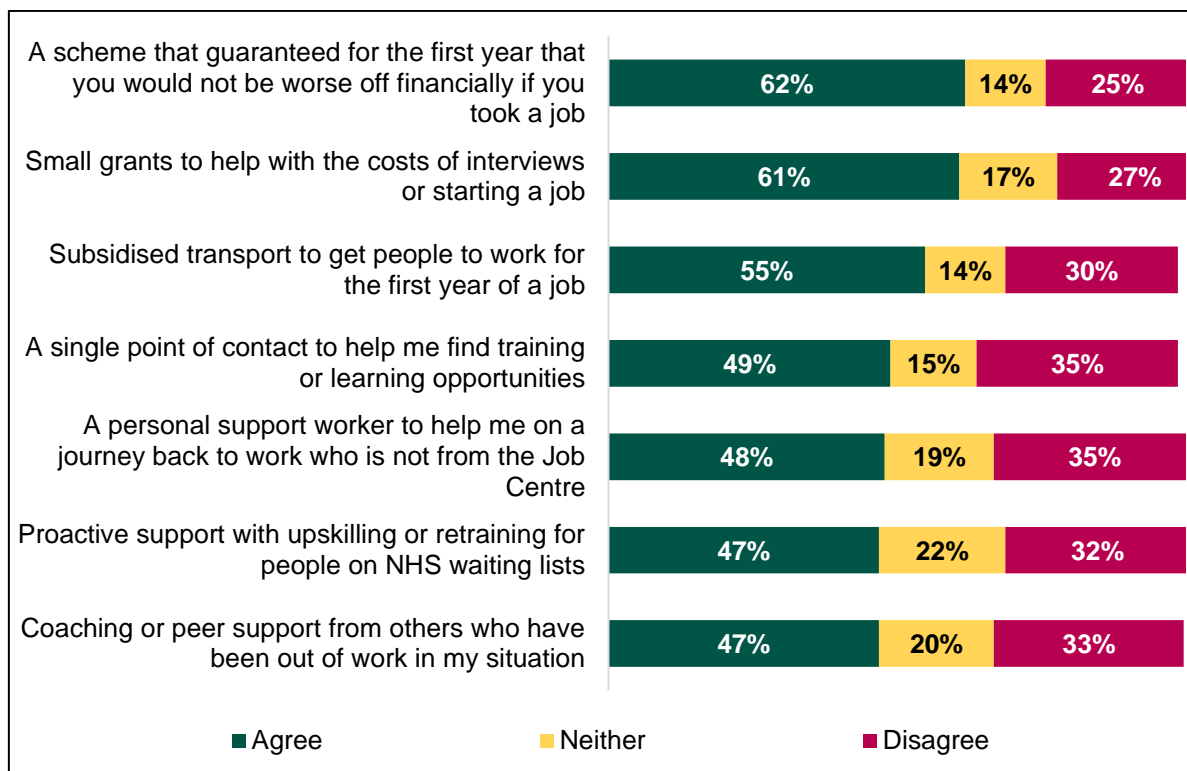
E1. Have you received any of the following? Base: All (750), Those with caring responsibilities (296); Those aged 55-64 (265); Those with no qualifications (166).

- * Figure is significantly higher than the overall average at the 95% confidence interval
- * Figure is significantly lower than the overall average at the 95% confidence interval

Perceptions of the most useful form of support

As shown in Figure 6.3, economically inactive residents felt the most useful forms of support were those that offered financial help; namely types of support that would safeguard against being ‘worse off financially’ and help with the cost of interviews, transport and other costs involved in starting a new job.

Figure 6.3 Perceptions of the usefulness of different types of support among all economically inactive residents



E2 To what extent do you agree that you would find the following useful? Base: All (750)

Some groups were consistently more likely than others to rate different types of support as useful; most notably were those without health conditions, those with trade/vocation qualifications and those with caring responsibilities. These three groups are examined further in

Figure 6.4 below.

Figure 6.4 Groups of economically inactive residents more likely to perceive different potential types of support to be useful

		All	Trade / vocational qualifications	No health conditions	Caring responsibilities
Financial supports: useful	A scheme that guaranteed for the first year that you would not be worse off financially if you took a job	62%	70%*	69%*	67%*

	Small grants to help with the costs of interviews or starting a job	61%	69%*	68%*	65%*
	Subsidised transport to get people to work for the first year of a job	55%	60%*	63%*	63%*
Non-financial supports: useful	A single point of contact to help me find training or learning opportunities	49%	55%	60%*	54%
	A personal support worker to help me on a journey back to work who is not from the Job Centre	48%	53%	58%*	50%
	Coaching or peer support from others who have been out of work in my situation	47%	53%*	48%	52%*
	Proactive support with upskilling or retraining for people on NHS waiting lists	47%	56%*	55%*	48%

E2. To what extent do you agree that you would find the following useful? Base: All (750), Those with caring responsibilities (296); Those without health conditions (167); Those with trade/vocational qualifications (221).

* Figure is significantly higher than the overall average at the 95% confidence interval

* Figure is significantly lower than the overall average at the 95% confidence interval

Economically inactive residents with caring responsibilities were more likely than others to feel that financial support would be useful. They also were more likely than others to feel that a coaching or peer support from someone who had been in their situation would be helpful.

Those with no health conditions were consistently more likely than others to feel that both financial and personal support (i.e. non-financial) would be useful as were people with trade or vocational qualifications.

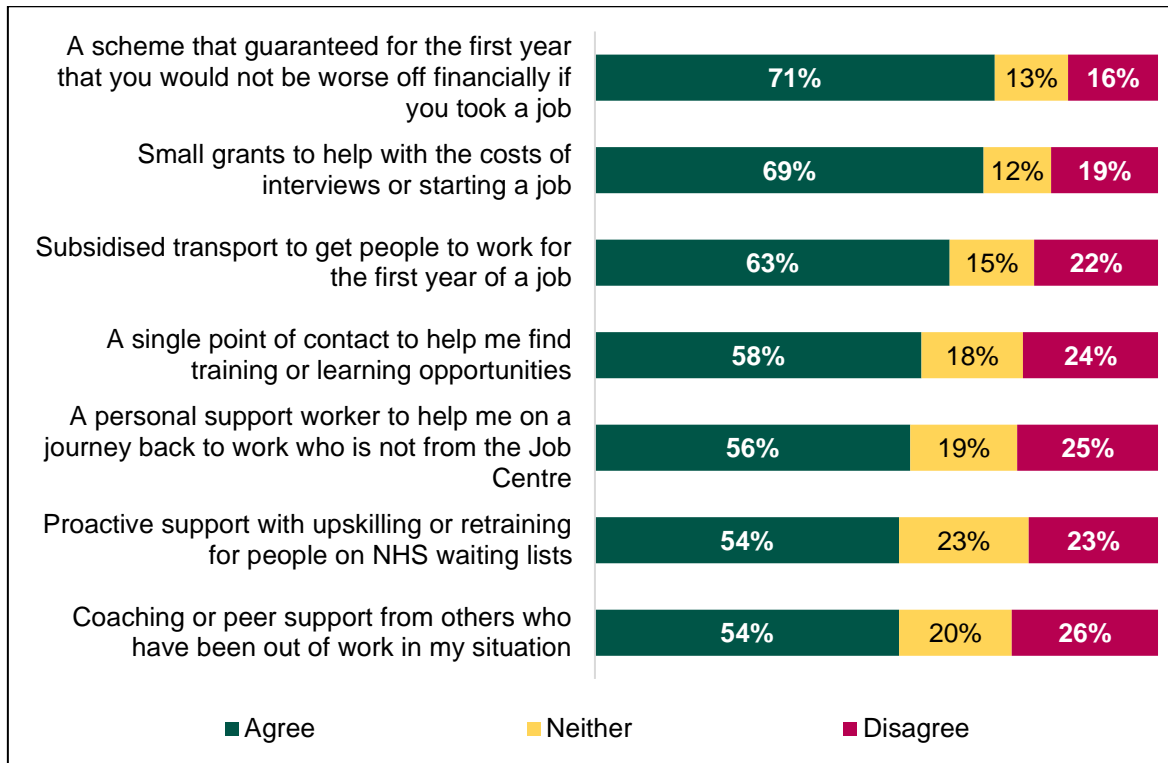
Additionally, economically inactive residents aged 55-64 were least likely across most of the types of support to feel that they would be useful. Economically inactive residents from Barnsley were also consistently less likely to feel that types of support would be useful than those from the rest of South Yorkshire.

Economically inactive residents were also more likely to perceive employment support to be useful if they were interested in taking up work compared to those who had no interest in taking up work.

Figure 6.5 below shows the perceived usefulness of different types of support among this group, so

does not include the views of those who have no interest in working regardless of support opportunities. Among this group, the types of support perceived as most useful were again those offering financial security or support.

Figure 6.5 Perceptions of the usefulness of different types of support among those who are interested in taking up work



E2 To what extent do you agree that you would find the following useful? Base: All those interested in taking a job that matched their skills and interests (525).

Interest in taking up work if employment support were available

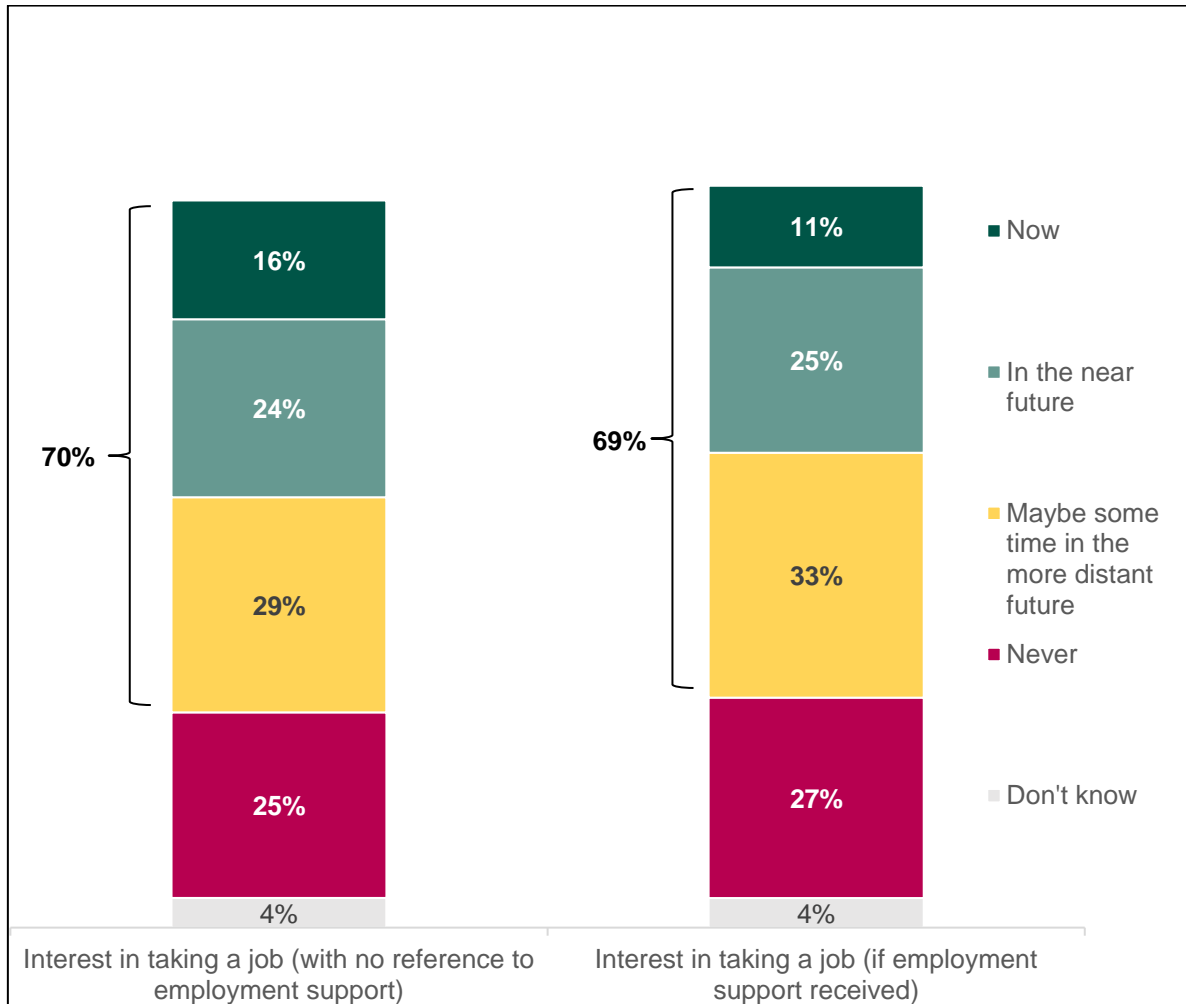
Overall, seven in ten economically inactive residents (69%) expressed that they would be interested in moving into work if the employment support described above was available. This was made up of a tenth (11%) who would be ready to move into work now, a quarter (25%) who would be interested in the near future and a third (33%) who would maybe be interested in the more distant future.

Most interested in moving into work if employment support was available were:

- those aged 25 to 34 (87%), and 35 to 44 (86%),
- those with no health conditions (85%),
- full time home makers (78%)
- those with caring responsibilities (73%) – who were less likely than others to be interested in work opportunities now (8%), but more likely than others to be interested in the more distant future (42%),

- those who had been in paid work more recently (paid work in the last 2 years, 88%; paid work 2-5 years ago, 76%).

Figure 6.6 Perceptions of the usefulness of different types of support among those who are interested in taking up work



B3. If you could be matched with a job aligned with your skills, interests, and circumstances, would you be interested in taking it...? Base: All (750). E3 If you received the support just described, would you be interested in moving into work? Base: All (750)

As shown by Figure 6.6, almost exactly the same proportion say they would be interested in taking a job if employment support was received (69%) as do when there is no mention of employment support (70%). This suggests that *interest* in taking a job is not influenced by the level of support available; it is plausible to think that other factors such as personal circumstances are more closely linked to this. However, even though the level of support available does not impact overall levels of *interest* in taking a job, this does not tell us anything about the impact of employment support on the success rate of job applications – so this is not to diminish the value of employment support altogether.

Preferences for taking up employment support

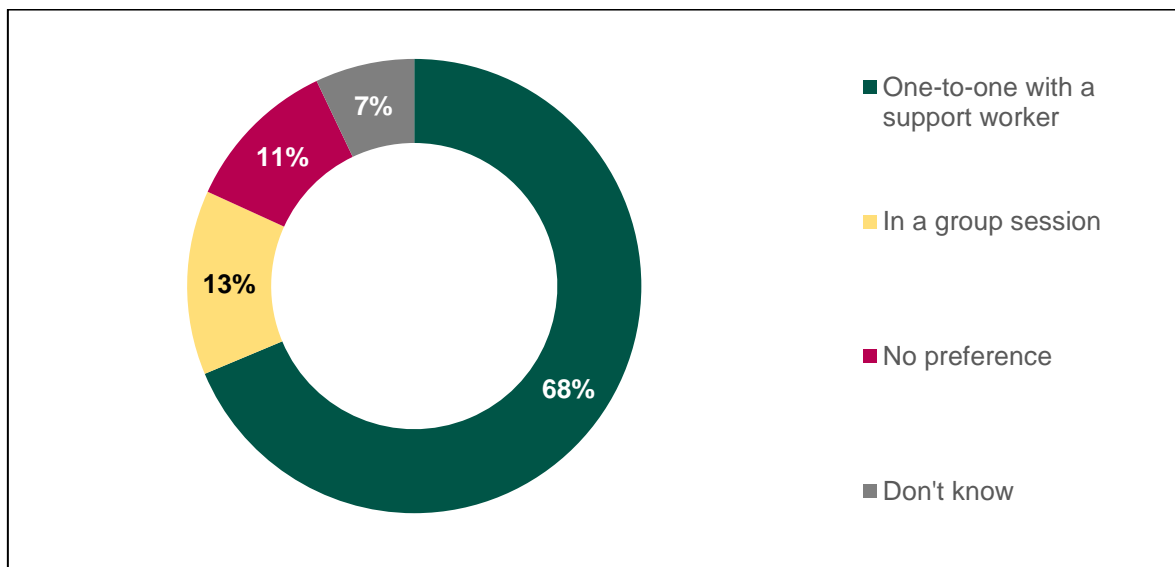
Half of economically inactive residents (48%) were interested in receiving advice from the council about employment support, although this was lower in Barnsley than the Rest of South Yorkshire (39% compared to 50%).

Those more likely to be interested in receiving advice from the council about employment support were:

- those who were more recently in paid work (71% of those in work in the last year and 63% of those in work in the last two years),
- those with no health conditions (66%),
- those aged 25 to 44 (61%).

As shown in Figure 6.7, for the majority of economically inactive residents (68%), the preferred method for this employment support would be one-to-one with a support worker.

Figure 6.7 Economically inactive residents' preference for type of employment support



E4. If you were going to take part in any employment support, would you prefer to participate? Base: All (750)

This preference for one-to-one support was especially pronounced for younger service users aged 25 to 34 (83%) and service users with a health condition (71%).

However, some groups were more likely to express a preference for group employment support sessions over one-to-one support. These groups comprised:

- those in early retirement (22%),
- fulltime home-makers (18%),
- those with caring responsibilities (17%),

- those in a couple with children (17%).

7. Conclusions

1. Support economically inactive residents with health conditions back into work

With three quarters of the economically inactive population made up of residents living with a health condition (76%), perhaps the most important task for the commission is identifying strategies to help this group back into work. Economically inactive residents live with a range of health issues, with many living with a two or more co-existing conditions, meaning that the solution cannot be a one size fits all approach. However, working with employers to offer residents living with health conditions flexible arrangements, or adjustments that suit their condition, is one of the main things that can be done. Indeed, we know that the most commonly listed factors that economically inactive residents said could have helped them to stay in work were flexible working (listed by 25%) and support with health adjustments (listed by 23%), showcasing the importance of adapting working arrangements and conditions to suit the needs of those living with health conditions.

Of those living with a disability, around half (48%) had a diagnosed mental health condition – making this more common than a physical disability (39%). Taking into account the different support that will be needed by those with mental and physical conditions will also be crucial.

2. Intervene early – the longer economically inactive residents are out of work, the less inclined they are to get back into work

Throughout our survey, responses indicate that the longer a resident is economically inactive, the lower their desire to get back into work. Residents who had been out of work for a shorter period of time (12 months or less) were also much more likely to want employment support from the council than residents who had been out of work for 5 years or more (71% vs 37%).

This data suggests that focusing resources on early intervention, and supporting younger residents who have only recently left the labour force to find paid work again could be an effective strategy to address economic inactivity, as this group were the most eager to get back into employment and to want support. However, care should also be taken to ensure that older, long-term out of work residents are also given a fair share of support to help them get back into work.

3. Where possible, emphasise the financial benefits of any support offered

Data from the survey showed that 69% of economically inactive residents would be interested in taking a job that aligned with their skills and interests if employment support was available. However, we also know that economically inactive residents were not all convinced of the financial value of getting back into work; the same proportion (69%) also either believed that work would leave them financially worse off or were unsure. Furthermore, the most popular forms of support were a scheme that guaranteed that for the first year of taking a job residents would not be worse off financially (62%) and small grants to help residents with the cost of interviews (61%). So, when offering employment support, either offering support that will benefit residents financially or emphasising financial benefits of support that is not explicitly financial will be important in convincing economically inactive residents of the value of work.

8. Appendix: differences between Barnsley and the Rest of South Yorkshire

Differences between Barnsley and the Rest of South Yorkshire are most pronounced in the area of employment support, where residents of the Rest of South Yorkshire are generally more interested in different types of support than residents of Barnsley. Beyond this, it is a mixed picture, with the two groups recording similar responses to most questions, aside from the fact that those in the Rest of South Yorkshire show a more eager attitude to return to work than those living in Barnsley.

Figure 7.1 differences between Barnsley and the Rest of South Yorkshire

Question	Base	Response	Barnsley	Rest of South Yorkshire
A1. When was the last time you were in paid work?	All	More than 5 years	49%	48%
		Less than 5 years ago	45%	43%
A2. Which best describes the time you have spent doing paid work since leaving education?	All who have worked at some point	Worked solidly	63%	61%
		Worked intermittently	32%	34%
A3. Why did your last job come to an end?	All who have worked at some point	Personal illness	51%	50%
		Caring responsibilities	34%	29%
A4. Anything could have been done to enable you to stay in work?	All who have worked at some point	Nothing	51%	47%
A5. Are you in receipt of Universal Credit or state benefits?	All	Yes	79%	82%
A6. Do you have to show that you are taking steps to find work to receive benefits?	Those in receipt of benefits	Yes	9%	7%
B1_1. How much do you agree or disagree with the statement: I would be happier and	All	Agree	38%*	49%

more fulfilled if I was working				
B1_2. How much do you agree or disagree with the statement: The idea of working makes me anxious	All	Agree	31%*	39%
B1_3. How much do you agree or disagree with the statement: Growing up, the people in my household were positive about the value of work	All	Agree	78%	77%
B1_4. How much do you agree or disagree with the statement: I have a clear idea of the types of work that I could do if I wanted	All	Agree	48%	50%
B2_1. How much do you agree or disagree with the statement: There isn't enough advice and support available to help me get a job	All	Agree	27%	33%
B2_2. How much do you agree or disagree with the statement: With the right support paid work is a realistic goal for me within the next 6 months	All	Agree	22%	26%
B2_3. How much do you agree or disagree with the statement: If I started working, I think the effect on my benefit payments would leave me worse off	All	Agree	30%*	40%
B3. If you could be matched with a job aligned with your skills, interests and circumstances, would you be interested in taking it...?	All	Interested in taking a job at any point in the future	64%	71%
C1. Would you say any of the following would make it difficult	Those who would be interested in taking a job	You've had or currently have a disability / health issue / illness	64%	61%

for you to get employment?		Family or caring commitments	55%	48%
		Too much competition for jobs	33%	47%
D1. Do you have any physical or mental health conditions, or illnesses lasting or expected to last for 12 months or more?	All	Yes	76%	76%
D2. Do any of your conditions reduce your ability to carry out day-to-day activities?	All with health condition	Yes	98%	97%
D3. Which of the following describes your illness, condition or disability?	All with health condition	Mental health condition which has been diagnosed	47%	48%
E1_1. Have you received any of the following? Guidance on how to write a CV	All	Ever received	50%	54%
E1_2. Have you received any of the following? Guidance on how to approach a job interview	All	Ever received	41%*	49%
E1_3. Have you received any of the following? Confidence building support	All	Ever received	30%	31%
E1_4. Have you received any of the following? Digital skills training	All	Ever received	27%	28%
E1_5. Have you received any of the following? Advice on the types of jobs that might be suitable for you	All	Ever received	35%	37%
E2_1. To what extent do you agree that you would find the following useful? A personal support worker to help me on a journey back to work who is not from the Job Centre	All	Agree	36%*	51%

<p>E2_2. To what extent do you agree that you would find the following useful? A single point of contact to help me find training or learning opportunities</p>	<p>All</p>	<p>Agree</p>	<p>41%*</p>	<p>51%</p>
<p>E2_3. To what extent do you agree that you would find the following useful? Advice on learning, work or finances in community settings I already visit</p>	<p>All</p>	<p>Agree</p>	<p>29%*</p>	<p>41%</p>
<p>E2_4. To what extent do you agree that you would find the following useful? Proactive support with upskilling or retraining for people on NHS waiting lists</p>	<p>All</p>	<p>Agree</p>	<p>36%*</p>	<p>49%</p>
<p>E2_5. To what extent do you agree that you would find the following useful? Subsidised transport to get people to work for the first year of a job</p>	<p>All</p>	<p>Agree</p>	<p>47%*</p>	<p>57%</p>
<p>E2_6. To what extent do you agree that you would find the following useful? A scheme that guaranteed for the first year that you would not be worse off financially if you took a job</p>	<p>All</p>	<p>Agree</p>	<p>56%*</p>	<p>63%</p>
<p>E2_7. To what extent do you agree that you would find the following useful? Coaching or peer support from others who have been out of work in my situation</p>	<p>All</p>	<p>Agree</p>	<p>38%*</p>	<p>49%</p>
<p>E2_8. To what extent do you agree that you would find the following useful? Small grants to help with the costs of</p>	<p>All</p>	<p>Agree</p>	<p>54%*</p>	<p>62%</p>

interviews or starting a job				
E3. If you received the support just described, would you be interested in moving into work...?	All	Interested in taking a job at any point in the future	68%	69%
E4. If you were going to take part in any employment support, would you prefer to participate....?	All	One-to-one support worker	67%	69%
		In a group session with other people in a similar position	11%	14%
		No preference	12%	11%

* Figure is significantly lower than the Rest of South Yorkshire at the 95% confidence interval

* Figure is significantly higher than the Rest of South Yorkshire at the 95% confidence interval

In terms of employment history, there are no significant differences between Barnsley and the Rest of South Yorkshire.

Attitudes to work were generally similar, although there were differences between the two with the following statements:

- Barnsley residents were less likely to agree that work would make them happier and more fulfilled if I was working (38% vs 49%)
- Barnsley residents were less likely to agree that the idea of work makes them anxious (31% Barnsley, 39% Rest of South Yorkshire)
- Barnsley residents were less likely to agree that if they started working, the effect on their benefit payments would leave them worse off (30% vs 40%)
- Barnsley residents were less likely to say they are interested in taking a job at any point in the future (64% vs 71%)

This presents a mixed picture. Two of these statements paint a picture of Barnsley residents as less inclined to re-enter the labour force than residents of the Rest of South Yorkshire (less likely to agree that work would make them happier/more fulfilled and less likely to say they are interested in taking a job at any point in the future).

However, they were also less likely to say that the idea of working makes them feel anxious – suggesting that there are other reservations beyond anxiety that make them less inclined to go back to work. They were also less likely to believe that working would leave them financially worse off,

again suggesting that there are other reasons why they are less inclined to go back to work beyond the financial implications.

There were only two differences between the two areas in terms of barriers to employment. Barnsley residents were less likely to mention competition for jobs (33% vs 47%) and their housing situation (6% vs 12%) as barriers.

The area with the greatest differences between the two groups was employment support:

- Barnsley residents were less likely to have received guidance on how to approach a job interview than residents of the Rest of South Yorkshire (41% vs 49%)
- Barnsley residents were less likely to agree that a personal support worker who is not from the Job Centre would be useful than residents of the Rest of South Yorkshire (36% vs 51%)
- Barnsley residents were less likely to agree that proactive support with upskilling or retraining for people on NHS waiting lists would be useful than residents of the Rest of South Yorkshire (36% vs 49%)
- Barnsley residents were less likely to agree that subsidised transport to get people to work for the first year of a job would be useful than residents of the Rest of South Yorkshire (47% vs 57%)
- Barnsley residents were less likely to agree that a scheme that guaranteed for the first year that they would not be worse off financially if they took a job would be useful than residents of the Rest of South Yorkshire (56% vs 63%)
- Barnsley residents were less likely to agree that coaching or peer support from others who have been out of work would be useful than residents of the Rest of South Yorkshire (38% vs 49%)
- Barnsley residents were less likely to agree that small grants to help with the costs of interviews or starting a job would be useful than residents of the Rest of South Yorkshire (54% vs 62%)

The array of differences outlined above indicates there are real differences in the views of the groups on employment support - Barnsley residents are generally less interested in different forms of employment support than residents of the Rest of South Yorkshire.