

A Stepping-Stone to Employment?

An Evaluation of the Permitted Work Rules – Wave 2

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SUMMARY

Policy background

The new permitted work rules were introduced in April 2002 and replaced the existing provisions, commonly known as therapeutic work (TW), which had been in place since 1995. Under TW, claimants of incapacity-related benefits (IRBs) were able to work up to 16 hours per week and earn a set amount each week for an unlimited period of time if, with their GP's support, the work could be deemed to be improving, or preventing the deterioration of their health condition or impairment.

Under the new rules, IRB claimants may also work up to 16 hours per week and earn a set amount each week, but for a limited period of time only (a maximum of 52 weeks). This is called the 'permitted work higher limit' or PWHL. For some claimants, and mainly those with more severe health conditions and impairments, this work can be undertaken indefinitely but only if they are supervised by a local authority or voluntary organisation; this work is called 'supported permitted work' or SPW. The new rules have lifted the burden from GPs, who are no longer required to support the work's therapeutic content. The rules now allow people with stable health conditions to undertake some work that they had previously been disallowed from doing under TW. Essentially, the new rules aim to help people on incapacity-related benefits to undertake, or try, some work whilst continuing to receive benefits but there is now a much greater emphasis on helping them to progress to full-time employment over time. The new rules are intended to encourage claimants, where they are able, to plan a gradual return to the world of work.

Aims of the research

This report is the result of a two-year evaluation of the new rules undertaken by the Institute for Employment Studies (IES) in partnership with MORI. The study aimed to:

- identify the characteristics and experiences of people who make use of the new rules, focusing on PWHL and SPW clients.
- explore the behaviour and experiences of those already doing TW, and look at who does and does not make use of the new permitted work rules after the transitional phase.
- explore the extent to which the new permitted work rules provide a 'stepping stone' to employment for PWHL, SPW and TW clients.
- explore the use of the new rules by Jobcentre Plus staff.

Method of approach

This study was longitudinal in design and incorporated:

- two quantitative telephone surveys of TW, PWHL and SPW clients

- two waves of qualitative research with clients
- two waves of qualitative research with staff in Jobcentre Plus offices.

Quantitative telephone surveys of TW, PWHL and SPW clients

The first survey (wave one) was undertaken between January and March 2003, just before the one-year transitional arrangements came to an end for TW clients. A total of 1,435 clients were interviewed at this time. The second survey (wave two) went back to these respondents in March and April 2004, at which time 929 interviews took place. The data gathered in the surveys provide a rich picture of TW, PWHL and SPW client experiences of (permitted) work over time.

Qualitative research with clients

Both quantitative surveys were backed up with a series of in-depth interviews with a smaller number of clients to gain a greater understanding of their permitted work rules experience.

Qualitative research with staff in Jobcentre Plus offices

Focus groups were held at six Jobcentre Plus offices at each survey wave, *ie* when the permitted work rules were first introduced, and after approximately one year of operation, in order to gather their views on the new rules and to understand how staff were implementing and using them.

Key findings

Current activity

Fifty per cent of all respondents to the wave two survey were in employment at both survey points (section 3.1.1). TW clients were slightly more likely to have been in employment at the time of both surveys (56 per cent) compared to PWHL respondents (42 per cent) and SPW respondents (41 per cent). TW clients would have reached the end of their 52 weeks' work on PWHL in April 2004, soon after the wave two survey was carried out. This means that their position, or current activity, may have changed within a few weeks of the research.

One-third of all wave two respondents (33 per cent) reported that they were not working at either survey point and this was particularly the case for SPW respondents (48 per cent of whom said they were out of work at the time of both surveys) compared to PWHL respondents (35 per cent) and TW respondents (29 per cent) .

Ten per cent of all wave two respondents had started employment at some point since taking part in the wave one survey at which time they had been inactive, or out of work. PWHL respondents were slightly more likely to have

taken up employment since wave one (15 per cent) compared to SPW clients (ten per cent) and TW respondents (seven per cent).

Seven per cent of wave two respondents had given up work since the wave one survey. SPW clients were the least likely to have given up work between the survey waves (just one per cent of SPW clients had stopped working between waves) compared to TW respondents (seven per cent of whom had given up work) and PWHL respondents (of whom nine per cent had stopped work since wave one).

Respondents with progressive illnesses seem to have fared the least well in relation to undertaking permitted work over time. Respondents with progressive illnesses were the least likely of respondents in any impairment group to have been in work at both survey points (just 36 per cent of these clients reported being in work at wave one and wave two). These respondents, along with respondents with sensory impairments, were also more likely to have given up work since wave one than respondents with other types of impairments (17 per cent of these respondents had given up work between the two survey points). Respondents with progressive illnesses, and those with severe or specific learning difficulties, also seem slightly more likely to have been out of work at both survey points compared to respondents with other impairments.

Benefit receipt

Almost one-quarter of all wave two survey respondents (24 per cent) were in work and not receiving state benefits at the time they were surveyed; 17 per cent of all respondents were in work and off benefits entirely whilst seven per cent were in work and receiving tax credits (section 3.2). PWHL clients were the most likely to have moved off benefits and into sustained employment with or without tax credits (34 per cent of all PWHL respondents were in this position at wave two compared to 21 per cent of SPW clients and 17 per cent of TW clients). 37 per cent of all wave two respondents were in work and continuing to receive incapacity-related benefits, that is they were in some form of permitted work. The remaining 39 per cent of wave two respondents were not in work, the majority of whom were receiving state benefits.

Respondents with mental health conditions and those with musculo-skeletal difficulties were the most likely to have moved away from incapacity-related state benefits and into work with or without tax credits than respondents in any other specific impairment group. Again, respondents with severe or specific learning difficulties, and those with progressive illnesses, were the least likely of respondents in any impairment group to have moved off state benefits and into sustained work.

Respondents in work

Most respondents who were in work at waves one and two (60 per cent) were working the same number of hours at both survey points (section 3.3.1). This was particularly the case for TW and SPW respondents.

Just under one-quarter of respondents who were in work at both survey points (24 per cent) reported that they had actually increased their hours of work since they were interviewed at wave one. PWHL respondents were much more likely to have increased their hours over time than TW or SPW respondents. Respondents were motivated to try working more hours in order to increase their income, and also because their health condition/impairment had improved. Many of these clients had been concerned that increasing their hours would have a detrimental effect on their health condition or impairment, however on reflection, most of these respondents said that these fears had been groundless.

Thirteen per cent of respondents who were working at wave one and wave two said they had reduced their working hours since the first survey. The main reason they gave for doing this was that their health condition or impairment had become worse. Some respondents also reported that they had reduced their working hours because of the permitted work rules.

Just over one-third of respondents who were in work at both survey waves (36 per cent) were working for 16 hours or more per week although PWHL clients were much more likely to be working these hours (61 per cent) than SPW clients (36 per cent) and TW clients (25 per cent). The remainder of respondents in work at both survey points were working for 15 hours per week or less.

Clients who reported that they had started work since the wave one survey (some ten per cent of all respondents to the wave two survey) said that their main reasons for doing so were to keep occupied and active, and to increase their income. Just over half of these respondents were working 16 hours or more per week indicating that those who are new (or newer) to working are more likely to be making shifts away from IRBs and into full-time work (*ie* of 16 hours or more per week).

A number of clients in the qualitative interviews reported that the permitted work rules had given them the opportunity to have a taster of work before they committed to permanent employment. Some respondents said that the permitted work rules had been a stepping stone to full-time work and that they would not have moved into work without it.

Respondents not in work

The majority of people who had given up work since the wave one survey said that they had done so because of their impairment or disability, because of the permitted work rules and/or because the work was only temporary (section 3.4.1). During the in-depth interviews, several clients reported that their health condition or impairment limited the number of hours they could work to less than 16 hours per week. These respondents reported that they had left their employment because the permitted work rules would not allow them to continue working these hours indefinitely.

Gains from working

The gains from working amongst the permitted work rules client group should not be underestimated (section 3.5). Most respondents reported that they felt a greater sense of achievement in work, felt more involved in society and preferred to earn a living rather than rely on benefits. In addition to improving their work-related skills, the majority of respondents also said that working had improved their self-confidence and motivation, and had given them a greater sense of independence. Importantly, their most recent experience of work had given many respondents the knowledge that they could cope with work, regardless of their health condition or impairment.

There is some concern amongst clients and staff alike, however, that some of the gains made as a result of working may be lost if clients have to give up their employment because of the permitted work rules.

Contact with Jobcentre Plus

Because the permitted work rules have only recently been introduced, it was important to assess the role of Jobcentre Plus in informing clients, and raising awareness and understanding of the new rules.

The wave one survey found that awareness of the new rules was not as high as might be expected given that all clients taking part in the survey were, or had been, working and receiving benefits recently, and had received notification of the new rules (section 4.1). Just over half of all wave one respondents had heard of the permitted work rules, and almost one-half of these respondents had actually spoken to someone about the rules. However, only half of these contacts had been with someone from Jobcentre Plus.

Most of the Jobcentre Plus staff who took part in the focus groups thought that there was insufficient publicity about the rules which resulted in low levels of awareness amongst the client group. Staff suggested that a national leaflet, explaining the rules in simple terms, would be particularly useful.

Just over half of all wave two respondents (58 per cent) could recall having contact with their local office at some time during the previous 12 months. Of these respondents, some 22 per cent had been in contact with Jobcentre Plus about the permitted work rules themselves but fewer had been in touch with their office about starting, continuing or finishing some sort of paid work. This level of contact (or level of recall of contact) continues to be low given that all respondents will have received some communication about the permitted work rules over this time frame.

Very few respondents who had been in touch with Jobcentre Plus about work-related issues could remember who they had spoken to about these issues although they did report generally that the contact had been useful.

Many respondents requested additional help and support from local offices (section 4.1.1). The type of help that respondents would have liked included:

- the offer of more general help and support
- a clearer explanation of the rules
- more specific information on what they could and could not do, and
- more face-to-face contact to explain the rules.

Jobcentre Plus staff felt that people who had received some sort of face-to-face help were more likely to use the permitted work rules as a tool to get back into work. They thought that higher levels of support for clients would result in more successful transitions to work.

Less than one-fifth of wave two respondents (18 per cent) had received an in-work benefit calculation or information on whether they would be better off in paid work (section 4.2).

However, respondents who had received this type of help overwhelmingly reported that this type of advice had helped them to make the decision to start work. Half of respondents who had not had a better-off calculation said they would have liked one, again highlighting the need for a better flow of information to this client group about the financial (and other) benefits of working.

The Future

Turning to the future, the majority of wave two respondents who were in employment (67 per cent) thought they would 'continue working as now', with no change to the number of hours they worked (section 5.1). TW clients' intention to continue working their current hours raises particular concern. The majority of these respondents are working less than 16 hours per week (66 per cent) and seem to be unaware that, under the new permitted work rules, they will be unable to continue working these hours indefinitely. PWHL clients are more likely to be working 16 hours or more per week (65 per cent) and thus the intention to continue their hours is less problematic. Having said this, one-third (or 33 per cent) of PWHL clients are working less than 16 hours a week and believe that they can continue. This belief seems to reflect the fact that some clients generally do not understand the rules and the impact they will have on future work decisions.

Almost one-fifth of respondents who were in work at wave two thought that they would increase their hours (19 per cent), and the majority of these (71 per cent) intended to work for 16 or more hours per week (section 5.1.1). The main reason for respondents' increasing the number of hours worked was to increase their income. Many respondents who wanted to increase their hours were concerned about doing this; almost three-quarters of them thought they may experience problems. These anticipated problems related mainly to fears that their health may suffer as a result of more work, fears that were found by many respondents increasing their hours between waves one and two to be groundless.

Four per cent of wave two respondents who were in work at the time of the second survey thought they would decrease the number of hours that they worked (section 5.1.2) and a similar proportion thought they would give up work altogether (section 5.1.3). The main reasons they gave for decreasing their hours or finishing work were the permitted work rules, the benefit rules and because they feared that their employment may make their health condition or impairment worse.

Most of the respondents who were not in work at the time of the wave two survey thought it likely that they would remain inactive in the near future (section 5.2). Over 80 per cent of respondents who had no intention of going back to work said this was because their health condition had deteriorated, or because they feared it would do so if they took up work again.

More positively, 31 per cent of respondents who were not in work at wave two reported that they intended to start some paid work in the near future. PWHL and SPW respondents were particularly likely to report that they wanted to go back to work compared to TW respondents. This suggests that people who had undertaken work under the new rules are more inclined to try it again compared to people who had worked under the old TW regime. Most people who were planning to start work again wanted to work for 16 hours or more (62 per cent) again indicating a better understanding of the new rules amongst those clients who were newest to working *ie* PWHL and SPW respondents.

Conclusions

The new permitted work rules are working for some clients, in particular, those clients who are new to work (section 6.1). There is clear evidence that, for a (not insignificant) minority of clients, the permitted work rules have acted as a stepping stone to employment, and as a shift away from benefits. Clients who are most likely to have moved off benefits and into work are those who had undertaken some work under the new rules *ie* PWHL clients.

There are indications that some people with particular health conditions and impairments fare better than others in permitted work (section 6.1). Clients with musculo-skeletal difficulties and mental health conditions appear to be the most likely to have moved into sustained employment over time than people with progressive illnesses who seem to have gained the least from the new permitted work rules.

Many respondents have discovered that their health conditions and impairments are not the barriers to work that they originally thought (section 6.2). Although many clients feared worsening health as a result of working, these fears were mainly unfounded.

Working is, without doubt, very beneficial for those who have engaged in it (section 6.3). Both soft and hard gains have been reported from work, and

there are some concerns that these gains will be lost, or reduced, if people cannot stay in (some) employment.

Awareness and understanding of the new permitted work rules is generally low amongst the permitted work rules client group (section 6.4). Claimants have requested additional information, help and support about work-related issues, including more face-to-face contact. This is backed up by Jobcentre Plus staff who believe that one-to-one contact can help people to progress into successful and sustainable job outcomes (section 6.5).

1 INTRODUCTION

1.1 Policy background to the research

Incapacity-related benefits (IRBs) provide people who have to stop working because of illness or disability with a measure of earnings replacement. In February 2004, there were 2.71 million claimants and 1.79 million beneficiaries of incapacity benefit (IB) and 'severe disablement allowance' (SDA) which represented approximately six per cent of all people in the working age population. Whilst a proportion of these claimants and beneficiaries will have long term health problems that may prevent an early (or eventual) return to work, it is widely recognised that allowing a limited amount of work while on benefit does have a number of advantages. These advantages include maintaining or developing skills through increased economic activity, greater social inclusion, boosting confidence and self-esteem, and exploring and developing the potential to leave benefits and return to full-time employment. In recognition of these factors, when IB was introduced in 1995, regulations were established which allowed clients to receive benefits at the same time as undertaking some work if such an activity would help to improve, or prevent or delay deterioration in, the condition that entitled the person to benefit. This was referred to as 'therapeutic work' (TW).

Provided it was supported by the claimant's GP and accepted by the Benefits Agency¹ Decision Maker, the TW regulations allowed IB beneficiaries to work for up to 16 hours a week and earn up to a set amount each week for an indefinite period. As well as focusing on the person's health condition, another aim of the TW regulations was to encourage the beneficiary to try some work as a partial return to the labour market. However, the TW regulations had a number of disadvantages, namely:

- The work had to improve or prevent the deterioration of an individual's condition and therefore some people with 'stable' disabilities (eg blindness) and illnesses were excluded from taking up such work.
- The TW could be undertaken indefinitely and thus there was less incentive to return to full-time employment. The extra payment that TW provided could be used as a permanent top-up to IB and other IRBs.
- The work had to be supported by a GP and approved by the Benefits Agency Decision Maker before it was started and so claimants may have lost employment opportunities.
- The regulations created an additional task for GPs.

To address these issues, the TW provisions were replaced by the new 'permitted work rules' in April 2002. These new provisions focused more on encouraging people to take steps back to work. The main changes introduced by the new rules are that:

¹ The Benefits Agency no longer exists and has been replaced by Jobcentre Plus

- No GP support of the work's therapeutic content is required, removing the barriers for people with stable conditions and the administrative load on GPs.
- The work is indefinite for those doing 'supported permitted work' (SPW) who are supervised by a local authority or voluntary organisation (*ie* the more severely disabled or ill).
- Other recipients may work for up to 26 weeks (on 'permitted work higher limit' or PWHL) and this can be extended by another 26 weeks if it is agreed that an extension is likely to improve their capacity to move into full time work (of 16 hours or more a week).
- Work undertaken under PWHL should take less than 16 hours a week and earnings must not exceed £72 per week. If a person has not progressed to working more than 16 hours a week after two periods of 26 weeks, the earnings they can retain are reduced to £20 per week.
- Although beneficiaries must inform the office that pays their benefit about their permitted work, they are allowed to start work before they do so. This should prevent beneficiaries losing a job which is offered at short notice.
- Permitted work also introduced the 'permitted work lower limit' (PWLL) which allows people to work for any number of hours, without time limit for earnings of no more than £20 per week.
- Income Support recipients are entitled to participate in permitted work, but have their benefit reduced pound for pound for earnings above the £20 disregard.

The main aim of these new permitted work rules is to encourage the use of the work as a 'stepping stone' to full-time employment. This should require claimants to engage in longer-term planning about the subsequent outcomes of engaging in permitted work.

Claimants who had been engaged in TW up to April 2002 were protected by transitional arrangements until April 2003. At this time, all TW ceased and claimants were able to start, or consider, doing permitted work under the new regulations.

1.2 Aims of the research

This report presents the findings of a two-year evaluation of the new permitted work rules which has been undertaken by the Institute for Employment Studies (IES) in partnership with MORI. Essentially, this evaluation aimed to:

- identify the characteristics and experiences of those who do and do not make use of the new permitted work rules for IB - focusing on PWHL and SPW clients.
- explore the behaviour and experiences of those who are already doing TW, looking at those who do and do not make use of the new permitted work rules for IB.

- explore the extent to which the new permitted work rules provide a stepping stone to employment both for the new users (of SPW and PWHL), and for those who previously used the TW provisions (TW), and to
- explore the use of the new permitted work rules by staff who apply them or refer to them in their work.

1.3 Method of approach

This evaluation is longitudinal in design and this report presents the findings of:

- the first and second waves of a quantitative telephone survey of TW, PWHL and SPW clients.
- two waves of qualitative research with clients.
- two waves of qualitative research with staff in Jobcentre Plus offices.

1.3.1 Telephone survey of clients

The main element of this evaluation was a telephone survey of 1,435 incapacity-related benefit clients in wave one (January to March 2003), and follow-up telephone interviews with 929 of these clients in wave two which was carried out between March and early April 2004.

The aim of these surveys was to identify client characteristics and to explore their experiences of permitted work, and to assess the longer-term impact of the new rules.

The sample for the wave one survey was drawn randomly from a database of recipients of IB, 'income support with disability premium' (IS) and/or SDA who were, or had been at some point during 2002, doing TW, PWHL or SPW². The client database was derived from information collected from clerical records held by individual offices. However, not all clerical records had been entered onto the database at the time the sample was drawn and therefore the sample cannot be deemed to be necessarily representative of the full population of TW, PWHL or SPW clients (nor the permitted work rules population as a whole, the population of disabled clients generally, or all clients on IRBs). Having said this, the wave one survey data were weighted to reflect the composition of the client database as it stood at the time the sample was drawn *ie* all clients on TW, PWHL and SPW whose details had been entered onto the database by that time. The wave one survey data were also weighted to redress any survey response bias. Whilst the characteristics of the full TW, PWHL and SPW population are not known, the surveys provide a rich picture of client experiences of permitted work for many of those in the sub-groups up to the wave one survey point.

² The survey was undertaken only with clients who had been classified as doing TW, PWHL and SPW and excluded those on permitted work lower limit.

The sample for the wave two survey consisted of wave one respondents who had agreed to be re-contacted, and for whom contact details were still correct (1,294 respondents). In total, 929 interviews were carried out at this wave giving an overall response rate of 72 per cent. These data were also weighted to reflect the composition of the wave one sample.

1.3.2 Qualitative research with clients

The telephone surveys of clients have been supplemented with a series of in-depth interviews with 31 clients across six geographic areas in wave one and 28 clients in wave two (the clients interviewed in depth at wave two were not geographically clustered). These interviews were intended to provide a greater understanding of the client experience of the new permitted work rules and their attitudes towards the rules in more detail. Participants in the qualitative work were identified from the surveys and followed up for interviews during March and April 2003 (wave one), and July and August 2004 (wave two).

1.3.3 Qualitative research with staff

An important element of this research has been the reaction and experience of DWP staff with regard to the new permitted work rules. One focus group was carried out at each wave, in each of the six geographic areas used for the qualitative work with clients in wave one.

1.4 Structure of this report

This report is structured as follows:

- Chapter two takes a closer look at the characteristics of survey respondents and for each group of clients (TW, PWHL and SPW) establishes their gender, age, main health problem or disability and length of time of claiming an incapacity-related benefit.
- Chapter three discusses clients' current activities and identifies any change to these activities since the wave one survey, and importantly, the reasons for these changes.
- Chapter four identifies how much contact respondents have had with Jobcentre Plus over the last 12 months, and in particular, how much contact they have had relating to the new permitted work rules and working generally. The chapter also looks at other sources of information and support on employment-related issues.
- Chapter five discusses clients' future plans regarding work and assesses the impact of the new permitted work rules on these plans.
- Chapter six draws out the main conclusions arising from the study.

Each chapter draws on evidence from the telephone surveys supplemented by evidence from the qualitative interviews with clients and staff.

Appendix One and Appendix Two present the questionnaires used for the first and second survey waves. Appendix Three and Appendix Four provide full technical reports of the survey approaches for waves one and two respectively. Appendix Five provides a series of data tables for respondents according to their main health condition/impairment³.

³ In many cases, the base figures for health condition/impairment groups are too low to be statistically reliable and have not been included in the main body of the report. A fuller set of tables for the different groups are provided in Appendix Five for information.

2 THE PERMITTED WORK RULES CLIENT GROUP

2.1 Introduction

In order to contextualise the survey data and describe the sample, this chapter identifies the main characteristics of respondents taking part in both survey waves in terms of:

- their gender and age
- the nature of health condition or impairment
- the length of claim to a incapacity-related benefit.

Data on these personal characteristics were collected at wave one, that is, they relate to the respondent's age, main health condition or disability that was presented at that time, and the duration of their claim to an IRB up to the time of the wave one survey. Whilst it is possible that (some) people's main health condition may have changed or improved since wave one, or indeed that they have stopped claiming benefits since that time, it was important to focus questions at wave two on changes to their activities *ie* changes relating to work rather than changes to their personal characteristics. For reporting purposes, data relating to the wave one personal characteristics have been retained.

The main classification that has been used when reporting the findings from the wave one and wave two surveys is the employment trajectory that respondents were following when the sample for the wave one survey was drawn. Thus, the findings from the surveys look particularly at the three main client groups involved in the research, namely clients who had, at some point before the wave one survey, been on TW, Permitted Work Higher Limit and Supported Permitted Work, and identifies any key differences between the three groups. As explained in Chapter One, these clients are not necessarily representative of the permitted work rules population, or TW, PWHL or SPW client groups as a whole, but reflect a sub-sample of these clients. Furthermore, respondents who were classified as TW, PWHL and SPW prior to wave one may not have been engaged on TW, PWHL or SPW at the time of either survey *ie* their circumstances may have changed. However, as the focus of the research has been to track the activities of claimants following the different employment paths, the original classification has been retained. Where references to the different respondent groups are made *ie* to TW, PWHL and SPW respondents, these relate to the original classifications used to draw the sample for the wave one survey and subsequent waves.

Some of the data used in this chapter are drawn from the information supplied by the clients themselves during the surveys whilst other data come from the IB database and clerical records supplied by the DWP⁴.

⁴ All the data presented in this chapter are unweighted. However, in subsequent chapters, whilst the total figures (Ns) remain unweighted, all percentage figures are weighted.

2.2 Demographic characteristics

As can be seen in Table 2.1, in a similar vein to the wave one survey, over half (58 per cent) of the individuals taking part in the wave two survey had been classified as having participated in TW, a further third (34 per cent) were (or had been) engaged in PWHL, while the remaining eight per cent of clients were (or had been) on SPW.

Table 2.1: Distribution of survey respondents, by client group

	Wave one		Wave two	
	No.	%	No.	%
TW	813	57	538	58
PWHL	502	35	315	34
SPW	120	8	76	8
Total (N)	1,435	100	929	100

Note: Base N = all respondents wave one and wave two; all figures unweighted
Source: IES/MORI Survey 2003, 2004

2.2.1 Gender

Men were slightly less likely to have taken part in the wave two survey compared to the wave one survey (see Table 2.2). Overall though, there is a fairly even split between men and women in wave two (45 per cent and 55 per cent respectively).

2.2.2 Age

As may be expected from the IRB client group as a whole, the age distribution of the sample is strongly skewed towards the upper end of the age bands (Table 2.3). Indeed, well over half of respondents to the wave two survey were over 45 years of age at the time of interview, and less than one-fifth were 35 years old or under. Respondents who were classified as SPW (*ie* who were likely to be more severely disabled) were generally younger than other survey participants. Whilst over half of the individuals classified as TW and PWHL were 46 years old or over (61 per cent and 62 per cent respectively) the figure for SPW clients was just over one-third (36 per cent). In contrast, under one-fifth of those on TW or PWHL were 35 years old or under compared to SPW clients where the proportion was over 40 per cent.

Table 2.2: Client group, by gender

	Wave one				Wave two			
	PWHL	TW	SPW	Total	PWHL	TW	SPW	Total
Male	45	54	60	51	48	44	37	45
Female	55	46	40	49	52	56	63	55
Total (N)	502	813	120	1,435	315	538	76	929

Note: Base N = all respondents wave one and wave two; all figures unweighted
Source: IES/MORI 2004

Table 2.3: Client group, by age

Age	Wave one				Wave two			
	PWHL	TW	SPW	Total	PWHL	TW	SPW	Total
16-25	7	5	15	7	4	4	18	5
26-35	17	16	26	17	11	12	22	12
36-45	27	25	30	26	22	24	24	23
46-55	31	31	24	30	39	33	29	35
56+	18	23	6	20	23	29	7	25
Total (N)	502	813	120	1,435	315	538	76	929

Note: Base N = all respondents wave one and wave two; all figures unweighted

Source: IES/MORI 2004

2.2.3 Health condition or disability

Table 2.4 looks at the main health condition or disability affecting the client by the different permitted work rules groups. Respondents to the wave one and wave two surveys exhibit similar health patterns overall and whilst small numbers in some of the impairment categories dictate caution in interpreting these data, several categories stand out. Remembering that data on health conditions and disabilities was recorded when these clients were first interviewed at wave one, it is interesting to note that:

- thirty-two per cent of wave two survey respondents had reported mental health conditions (eg depression, bad nerves, phobias and panic attacks) as being their main health condition or impairment.
- fourteen per cent of wave two respondents had reported problems with their back as being their main health condition or disability and 11 per cent had reported problems with their arms or legs.
- six per cent of all wave two survey respondents had reported that circulatory problems were their main health condition, and a similar proportion had stated that they had a progressive illness.
- five per cent of wave two survey respondents said that the main health condition affecting their ability to work related to severe or specific learning difficulties.
- once again, there are differences between the TW, PWHL and SPW groups.
- TW and SPW clients at wave two were more likely to have reported mental health conditions as being their main impairment than clients on PWHL.
- clients on PWHL at wave two were the most likely to have reported that back, arm or leg problems were their main health problem or disability, while clients on SPW were the least likely to do so.
- a greater proportion (15 per cent) of people in SPW reported learning difficulties than those in TW or PWHL (five per cent and one per cent respectively).

Table 2.4: Client group by the nature of health condition most affecting work

Health condition/disability	Wave one				Wave two			
	PWHL	TW	SPW	Total	PWHL	TW	SPW	Total
Mental health (depression, bad nerves, phobia, panic attacks)	27	31	48	31	25	30	45	30
Problems affecting back	18	11	7	13	18	12	5	14
Problems affecting arms and/or legs	15	10	3	11	15	10	3	11
Circulatory problems	5	5	3	5	6	7	1	6
Progressive illness (MS, cancer, HIV, Parkinson, etc.)	5	6	4	6	6	7	4	6
Sensory (seeing, hearing, speaking)	3	3	3	3	4	3	4	3
Mental health (severe or specific learning difficulties)	1	7	14	5	1	5	15	5
Other	14	16	9	15	13	15	10	14
<i>Not stated</i>	12	12	9	11	11	12	14	12
Total (N)	502	813	120	1,435	293	538	74	905

Note: Base N = all respondents wave one and wave two; all figures unweighted
Source: IES/MORI 2004

2.2.4 Length of claim

Table 2.5 looks at the length of time clients were in continual receipt of some form of incapacity-related benefit, *ie* IB, IS or SDA up to the time of the wave one survey. This benefit status may no longer be accurate as (some) clients will have stopped claiming and started work, or may have retired *etc.* However, the data are interesting in that they give an indication of how far clients are (or were) from their most recent period of labour market participation, and show clear differences between client groups.

Generally, clients are most likely to have been in receipt of IRBs for three years or more (67 per cent of all wave two respondents) with less than 25 per cent of all respondents at wave two on these benefits for two years or less. Amongst the different client groups, the following differences have been observed:

- TW clients are very much skewed towards long-term benefit receipt, indeed, 84 per cent of TW clients who responded to the wave two survey had been claiming benefits continually for three or more years. Only seven per cent of TW clients had been in receipt of benefits for less than two years.
- PWHL clients were more likely to have claims of lesser duration and thus have had more recent contact with the labour market: 56 per cent of these clients responding at wave two had been in receipt of IRBs for less than two years with 33 per cent in receipt of these benefits for three or more years.
- Thirty-seven per cent of SPW clients responding at wave two had been in receipt of disability-related benefits for less than two years while 58 per cent had ongoing claims of more than three years.

Throughout the remainder of this report, the survey findings are considered primarily against the client group or employment trajectory that respondents were following *ie* TW, PWHL and SPW, and their main health condition/

Table 2.5: Client group by duration of claim to disability-related benefits

Duration of claim	Wave one				Wave two			
	PWHL	TW	SPW	Total	PWHL	TW	SPW	Total
Less than 1 year	29	2	16	12	29	2	16	11
1 to 2 years	25	5	19	13	28	6	21	13
2 to 3 years	12	9	7	10	11	9	5	9
3 to 5 years	15	20	23	18	12	21	24	19
More than 5 years	19	64	36	47	20	63	34	48
Total (N)	438	810	108	1,365	255	537	67	859

Note: Base N = all respondents for whom duration information is held (wave one and wave two); all figures unweighted

Source: IES/MORI 2004, IB Database 2002

impairment⁵. In some sections of the report, the survey data are also considered against other key characteristics where key differences have been observed.

All the total figures (Ns) quoted in this report are unweighted and all percentage figures are weighted unless otherwise stated.

⁵ In many cases, the base figures for health condition/impairment groups are too low to be statistically reliable and have not been included in the main body of the report. A fuller set of tables for the different groups are provided in Appendix Five for information.

3 CURRENT ACTIVITY

This chapter assesses the most recent activity and status of clients who took part in both the wave one and wave two surveys (wave two was carried out in March and April 2004, some 12 months after the wave one survey was completed). It looks primarily at the key differences between the client groups *ie* clients who were differentially classified as TW, PWHL and SPW, to ascertain any changes in behaviour and any main trends within and between the client groups. Where possible, differences between respondents according to their health condition or impairment are also illustrated.

3.1 Main activity at wave two

Table 3.1 shows that almost two-thirds of respondents to the wave two survey (61 per cent) were in employment (either as an employee or in self-employment) at the time they were interviewed⁶ and just under one-quarter (23 per cent) were not working because of sickness or disability. Other respondents to the survey most commonly reported that they were doing some sort of unpaid work (three per cent), were unemployed and actively seeking work (three per cent) or retired (two per cent). There were no key differences in current activity according to respondents' age.

Table 3.1: Activity at wave two, all respondents, by client group

	All N =	All %	PWHL %	TW %	SPW %
Working in a paid job or business as an employee	484	52	48	54	51
Working in a paid job or business on a self-employed basis	89	9	9	11	2
Not working because of sickness or disability	213	23	26	22	18
Unemployed and actively seeking work	27	3	4	1	10
Doing unpaid work for someone other than a relative or self	26	3	2	3	11
Retired	22	2	3	2	0
Doing unpaid work for self or a relative	14	2	2	2	0
A full-time student or pupil	12	2	3	1	0
On a government employment or training scheme	11	1	0	2	1
Looking after the family or home	10	1	2	1	0
None of these	21	2	2	2	8
Total (N)	929	99	315	538	76

Source: IES/MORI 2004

⁶ Between 11 March 2004 and 6 June 2004.

Table 3.1, however, shows that people who were classified as undertaking TW were slightly more likely to be working at the time of the wave two survey (64 per cent) than respondents who were on PWHL or SPW (57 per cent and 52 per cent respectively). One explanation for the differences between the client groups is that those on TW were still covered by the protection afforded by the transitional arrangements at the time of the wave two survey (*ie* most would have only moved to PWHL in April 2003 and may have just been coming to the end of their extended period at the time of the second survey). Clients on PWHL in wave one would have already passed this point and may have been slightly less likely to have continued in permitted work, whilst those on SPW (who by definition are more likely to have more severe health problems) may have had to stop work because of worsening health conditions.

Perhaps not surprisingly, the employment rates of respondents to the wave two survey appear to differ according to their main health problem or disability (Table 3.2). Although some of the base figures are low, and should be treated with caution, it appears that people with sensory-related disabilities, circulatory problems, musculo-skeletal (back) problems and those with mental health issues are more likely to have been in work at wave two than other respondents. People with progressive illnesses (such as multiple sclerosis, symptomatic HIV, Parkinson's disease, muscular dystrophy *etc.*) were much less likely to have been in work at wave two than respondents in any other illness/disability group.

The next section goes on to look at changes in activity between the two survey points.

Table 3.2: Activity at wave two, by nature of health condition most affecting work (per cent)

	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated	All
Working in a paid job or business as an employee	52	52	47	49	36	56	59	54	55	52
Working in a paid job or business on a self-employed basis	8	9	9	16	8	9	0	14	9	9
Not working because of sickness or disability	22	26	30	18	36	10	19	19	22	23
Unemployed and actively seeking work	4	3	1	3	2	6	3	2	3	3
Doing unpaid work for someone other than a relative or self	3	3	6	2	3	3	9	3	3	3
On a government employment or training scheme	3	1	0	1	2	0	1	1	0	1
A full-time student or pupil	2	0	0	0	0	11	5	1	1	2
Looking after the family or home	2	2	1	0	2	0	0	1	1	1
Doing unpaid work for self or a relative	1	2	3	0	0	2	0	3	1	2
Retired	1	1	4	9	6	2	0	2	0	2
None of these	3	1	0	2	6	0	3	2	6	2
Total (N)	270	124	99	54	55	31	41	127	104	905

Base: All respondents

Source: IES/MORI 2004

3.1.1 Changes in activity between survey waves

In order to gauge shifts in activity between waves, respondents were asked if the activity they were engaged in at wave two was the same as they were doing at wave one.

Overall, 76 per cent of wave two respondents said they were engaged in the same activity (or inactivity) as at wave one whilst 21 per cent of all wave two respondents indicated that they had been doing something different at the earlier survey point. The remaining respondents (some three per cent of the wave two sample) could not recall their activity at wave one.

Eighty-one per cent of respondents who were in employment at wave two said they had also been in employment at the earlier survey point. Sixty-eight per cent of those who were not in employment at the second survey recalled that they had also been inactive at the time of the wave one survey.

TW or SPW clients were more likely to have continued in the same activity over the time period than those on PWHL. Approximately four-fifths of TW and SPW clients were engaged in the same activity at the two survey points compared to just over two-thirds of PWHL clients.

Table 3.3 below illustrates the main shifts in activity between the two survey points more clearly. The key points to note here are that:

- fifty per cent of all wave two respondents were employed at both survey points, with TW respondents most likely to have been in employment at these two points in time when compared to PWHL and SPW clients (56 per cent of TW respondents were in employment at both survey points compared to 42 per cent of PWHL respondents and 41 per cent of SPW respondents).
- thirty-three per cent of wave two respondents reported that they were not working at either survey point and this was particularly the case for SPW respondents (48 per cent) compared to PWHL respondents (35 per cent) and TW respondents (29 per cent).
- ten per cent of all respondents to the wave two survey had started work since the wave one survey at which time they were inactive. PWHL respondents were more likely to have started work since wave one (15 per cent) compared to SPW respondents (10 per cent) and TW respondents (seven per cent).
- seven per cent of respondents had been in work at wave one but had stopped working by the time they were interviewed at wave two. SPW respondents were the least likely to have stopped working between survey waves (just one per cent of SPW respondents had stopped working since wave one compared to seven per cent of TW respondents and nine per cent of PWHL respondents).

Table 3.3: Activity status at both survey points, by client group

Wave two	Wave one	All N	All %	PWHL %	TW %	SPW %
Working	Working	470	50	42	56	41
Working	Not working	88	10	15	8	10
Not working	Working	65	7	9	7	1
Not working	Not working	291	33	35	29	48
Total (N)		914	100	311	529	74

Note: Base N = all respondents at wave two
Source: IES/MORI Survey 2003, 2004

No significant differences were found in activity changes over time for respondents according to age. However, when looking at the activities of respondents over time according to their health condition or impairment, some different patterns emerge (Table 3.4). Although caution is required because some cell sizes are small, it appears that:

- respondents with progressive illnesses are less likely to have been in work at both survey points than respondents in any other impairment group (just 36 per cent of these respondents reported that they had been in employment at both survey points)
- respondents with progressive illness, and those with sensory impairments seem more likely to have stopped working between the two survey points than respondents in other impairment groups. Seventeen per cent of these respondents reported that they were in work at wave one but were no longer in work by the time of wave two.
- respondents with progressive illnesses, and those with severe or specific learning difficulties seem slightly more likely to have been out of work at both survey points when compared to respondents with other impairments.

Sections 3.3 and 3.4 look in more detail at respondents' current activities and ascertain reasons for any change in status over time. First, it is instructive to look at benefit receipt to give a fuller picture of respondents' current status.

Table 3.4: Activity status at both survey points, by impairment group

Wave two	Wave one	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated	All
		%	%	%	%	%	%	%	%	%	%
Working	Working	49	53	48	53	36	53	52	53	56	51
Working	Not working	10	8	8	12	7	12	7	15	7	10
Not working	Working	5	9	9	12	17	17	0	4	8	7
Not working	Not working	36	31	36	23	40	18	41	28	29	33
Total (N)		264	122	98	54	54	31	40	126	101	890

Base: All respondents at wave two

Source: IES/MORI 2004

3.2 Receipt of benefits and tax credits

Importantly, this evaluation sought to determine shifts away from IRBs and into work (and possibly towards receipt of in-work tax credits) for this particular beneficiary population.

Overall, most respondents to the wave two survey continued to be in receipt of benefits and/or tax credits at that time (81 per cent of all respondents). Not surprisingly, more respondents who were out of work at this time were in receipt of benefits (94 per cent) than those who were working at wave two (72 per cent).

PWHL clients were less likely to be in receipt of benefits and/or tax credits at wave two (73 per cent) whilst those who were on TW or SPW were more likely to still be receiving some sort of benefits and/or tax credits (85 and 88 per cent respectively).

Table 3.5 below illustrates the main benefits or tax credits that survey respondents were receiving. Four-fifths of the wave two respondents who received some sort of benefit or tax credit were receiving benefits related to their inactivity *ie* IB, IS, SDA or jobseekers' allowance. Almost one-half of those in receipt of some sort of benefits or credits were receiving some other type of benefit (including housing benefit, council tax benefit, and disability living allowance), while just over one in ten were receiving an in-work tax credit.

Not surprisingly, respondents who were working were less likely to be receiving inactivity-related benefits and more likely to be in receipt of tax credits compared to those who were not working. Respondents who were classified as PWHL clients at wave one were also more likely to be in receipt of tax credits than those classified as TW clients at wave one indicating that more PWHL clients had moved into work (and tax credits) and away from benefits *per se*.

Table 3.5: Receipt of benefits and tax credits, at wave two

	All N =	All %	Working %	Not working %	Multiple response		
					PWHL %	TW %	SPW %
IB, IS, JSA, SDA	595	80	71	91	72	83	85
Tax Credits	80	12	17	5	18	8	12
Others (eg Housing Benefit, Council Tax Benefit, Disability Living Allowance)	353	49	48	51	43	52	54
Don't know	2	*	*	0	1	0	—
Total (N)	739	—	407	332	221	453	65

Base: All respondents in receipt of benefits and/or tax credits at wave two

Source: IES/MORI 2004

Table 3.6 shows respondents' benefit status according to whether they were in or out of work at the time of the wave two survey. This takes the analysis further and shows some positive shifts away from IRBs. The key points to note are:

- Seventeen per cent of respondents at wave two were in work and not receiving any benefits or tax credits, that is, they had completely left the benefit system.
- Seven per cent of wave two respondents were in work and receiving tax credits, and again had left the benefit system.

Thirty-seven per cent of wave two respondents were working and continued to be in receipt of benefits, including IB, IS, SDA and other benefits such as housing benefit or council tax benefit *etc*, that is they were on some form of permitted work. A further 39 per cent of wave two respondents were not in work at the time of the survey and may or may not have been in receipt of benefits.

The most significant and successful shifts away from IRBs, or other benefits related to inactivity, seem to have occurred amongst the PWHL group. Table 3.6 shows how 24 per cent of all PWHL respondents were in work at wave two and were no longer in receipt of any benefits. A further 10 per cent of PWHL respondents were in work at wave two and in receipt of tax credits. Essentially, 34 per cent of all PWHL respondents had moved off benefits and into work by the time they were interviewed at wave two. Whilst smaller successes, 21 per cent of SPW clients and 17 per cent of all TW respondents had made similar moves away from the benefit system and into sustainable employment (with or without in-work tax credits).

Table 3.7 shows that respondents with mental health conditions and musculo-skeletal difficulties are the most likely to have made shifts towards work without IRBs than respondents in any other specific impairment group. Between 23 and 27 per cent of these respondents were in work at wave two and were either not claiming any benefits or were in receipt of tax credits. Although the cell sizes are very small and caution is required, it appears that respondents with severe or specific learning difficulties, and those with progressive illnesses were the least likely respondents to have moved away

Table 3.6: Benefit, tax credit and work status, by respondent type

	All N =	All %	PWHL %	TW %	SPW %
In work — no benefits/tax credits	161	17	24	13	11
In work — tax credits but no IRBs	57	7	10	4	10
In work — IRBs but no tax credits	347	37	22	47	31
Not in work — on/off benefits/tax credits	355	39	43	36	49
Total (N)	920	100	314	532	74

Base: All respondents

Source: IES/MORI 2004

from the benefit system: between 14 and 15 per cent of these respondents were in work without benefits, or were in work and receiving tax credits at wave two.

Table 3.7: Benefit, tax credit and work status, by health condition/impairment (per cent)

	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated	All
In work — no benefits/tax credits	19	16	19	18	13	8	4	18	19	17
In work — tax credits but no IRBs.	8	10	4	2	2	11	10	5	7	7
In work — IRBs but no tax credits	33	36	33	46	29	47	46	46	38	38
Not in work — on/off benefits/tax credits	40	39	44	35	56	35	41	31	37	39
Total (N)	267	123	99	54	55	31	41	124	103	897

Base: All respondents

Source: IES/MORI 2004

3.3 Respondents in work at wave two

This sub-section looks in more detail at the circumstances of respondents who were in work at wave two. It begins with an assessment of respondents who were in work at both waves and then goes on to examine the situation of respondents who were not in work at wave one but who had moved into work by wave two.

3.3.1 Clients in work at both survey points

It has already been noted in Table 3.3 that 50 per cent of all wave two respondents were in work at both survey points. TW respondents were slightly more likely to have been in sustained employment over the time period (56 per cent of all TW respondents) whilst fewer PWHL and SPW respondents had been (42 per cent and 41 per cent respectively).

The majority of respondents who were in employment at both survey waves, and who were employed as opposed to being in self-employment, continued to work for the same employer (90 per cent) indicating a fair degree of stability. Respondents who were classified as doing TW at wave one were slightly more likely to have remained with the same employer between waves (93 per cent) compared to PWHL and SPW respondents (85 per cent of whom reported that they were with the same employer at wave two). The main reasons people cited for changing employer included the offer of higher wages (seven respondents), because the wave one employer could not offer enough hours (six respondents), or simply because they wanted a change (five respondents).

Hours of work

During the first survey, 67 per cent of respondents who were undertaking some sort of permitted work reported that they would like to increase the number of hours of paid work that they did at some point in the future. Respondents who were on PWHL or SPW at that time were particularly likely to have reported that they wanted to increase their hours compared to clients on TW (79 per cent of PWHL clients and 76 per cent of SPW clients stated this to be the case compared to 61 per cent of TW clients). However, when probed further, less than half of all of these respondents (41 per cent) thought it was actually likely (or realistic) that they would be able to increase their hours, a fact which is borne out by the findings from the wave two survey. Indeed, most respondents to the wave two survey reported that they were still working the same number of hours as they were when interviewed at wave one (60 per cent – see Table 3.8).

However, 24 per cent of those in work at both survey points had increased their hours between the two surveys indicating some progression towards greater labour market participation and possibly full-time employment. 13 per cent of respondents who were in work at both survey points had reduced their hours.

Table 3.8: Change in hours worked between wave one and wave two

	All N =.	All %	PWHL %	TW %	SPW %
Working the same number of hours	283	60	38	70	67
Increased hours	111	25	48	14	29
Decreased hours	64	13	13	14	4
D/k or can't remember	12	2	1	3	0
Total (N)	470	100	133	305	32

Base: All those in work at wave one and wave two

Source: IES/MORI 2004

The figures in Table 3.8, however, mask some key differences between the work categories. Whilst caution is required for the SPW group because of the low base figure, it appears that:

- PWHL respondents are more likely to have increased their hours between survey waves than TW or SPW respondents. 48 per cent of all PWHL respondents who were in work at both survey points had increased their hours compared to just 14 per cent of TW respondents and 29 per cent of SPW respondents.
- TW clients were much more likely to have continued working the same number of hours between survey waves (70 per cent) than PWHL clients (38 per cent) which gives some cause for concern as their period of permitted work imminently draws to a close.
- TW and PWHL respondents were more likely to have decreased their working hours between the two survey points than SPW clients.

Turning now to look at the number of hours worked at the present time (*ie* at the time of the wave two survey), over one-third of all respondents who were in employment at wave one and wave two were working 16 hours or more⁷ (Table 3.9). Moreover, almost half of these respondents (46 per cent) reported that they had actually crossed the 16-hour threshold at some point between the two surveys. However, it appears that the majority of all those in employment at both survey points (63 per cent) continue to work less than 16 hours per week. Eighteen per cent of these respondents are working up to four hours per week, 25 per cent between five and ten hours per week, and 20 per cent between 11 and 15 hours.

⁷ The majority of these respondents were working and no longer claiming benefits (48 per cent) or on tax credits (26 per cent).

Table 3.9: Number of hours worked per week in main job, at wave two

	All	PWHL	TW	SPW
	%	%	%	%
1-4 hours	18	11	21	16
5-10 hours	25	13	30	29
11-15 hours	20	15	23	19
16 hours or more	36	61	25	36
Don't know	1	1	2	0
Total N (All) =	470	133	305	32

Base: All respondents in work at wave one and wave two

Source: IES/MORI 2004

Once again though, it is possible to see that PWHL respondents were much more likely to be working for 16 hours a week or more at the time of the wave two survey than either TW or SPW respondents. Indeed, 61 per cent of PWHL clients reported that they were now working this number of hours compared to 25 per cent of TW respondents and 36 per cent of SPW respondents. TW clients, on the other hand, were much more likely to be working for 15 hours or less at the time of the wave two survey (73 per cent) compared to just 38 per cent of PWHL respondents.

Reasons for increasing hours between survey waves

The most common reasons that respondents gave for increasing the number of hours that they worked between survey waves were:

- to increase income (36 per cent of those increasing their hours between survey waves).
- because their illness or impairment had improved (31 per cent of respondents increasing their hours).
- because the employer offered more hours (17 per cent of those increasing their hours).
- to increase the chances of returning to full-time employment (14 per cent of those increasing the number of hours worked).

Respondents who had increased their hours between the first and second waves were asked if they had had any concerns about doing so and more than half (59 per cent) reported that they had had some doubts.

Overwhelmingly, most of these doubts centred on the impact that increasing their hours would have on their health problem or disability (70 per cent of respondents who were concerned about increasing the number of hours they worked reported this to be the case). A small number of respondents worried that increasing their hours may leave them worse off financially whilst some said they were concerned about increasing their hours because of benefit regulations and the permitted work rules.

An important point to note though is that most respondents who said that they had been concerned about increasing their hours also reported that these concerns had been unfounded. Over half of those respondents who were worried about the impact that working more hours would have on their health said that these worries had come to nothing.

Reasons for decreasing hours between survey waves

Amongst those respondents reporting that they had decreased the number of hours they worked between wave one and wave two (13 per cent of all those in work at both survey points), most stated they had done so because their ill-health or impairment had become worse (44 per cent). Just over one-third of people who had decreased their hours between survey waves (36 per cent or 21 respondents) also reported, however, that they had reduced their hours because of the benefit or permitted work rules.

The findings from the qualitative client interviews show that some clients had increased their hours significantly over time and a number of them were now working full time. However, as the survey data shows, the majority of clients, especially those who had previously taken part in TW, had continued working the same amount of hours as they had been before. Most of these clients reported that they could not increase their hours because of their health condition (mostly those clients with a progressive illness or mental health condition). Clients who had increased their hours reported that the main reasons for doing so were because their employer had offered more hours, and their health condition had improved sufficiently to allow them to do so. This was especially the case for those clients with heart problems and those with problems affecting their back.

Employment status

Most respondents who were in employment at wave one and wave two stated that their current job was permanent (80 per cent). PWHL respondents seemed slightly more likely to be engaged in permanent employment compared to TW and SPW respondents (86 per cent compared to 78 per cent and 75 per cent respectively). Respondents who were engaged in temporary work reported that this was primarily because the work was casual (30 per cent of those in temporary work or 28 respondents), or because it was being done under contract for a fixed period only (24 per cent or 23 respondents).

Support in employment

One-quarter of respondents who were in work at both survey points reported that they received some sort of support or help from professional support workers. Not surprisingly, SPW respondents were most likely to report that this was the case (46 per cent of these respondents said they were supported in work) whilst PWHL clients were the least likely to report that they were supported in employment (12 per cent). Just under one-third of TW clients who were in work at both survey waves (29 per cent) said they received support or professional help in the workplace. Although the base figures are

low, respondents with severe or specific learning difficulties were much more likely to report that they were supported in employment than respondents in any other impairment group.

Most respondents who said they were supported in some way to carry out the work they were doing at wave two (71 per cent) also stated that they had received support or help from a professional support worker at wave one *ie* they were in sustained supported employment. The remaining 29 per cent of respondents who had taken up support between survey waves were asked why they had done so. Reasons given for getting support in employment follow:

- worsening health
- needing more help to manage in employment
- because someone at the Jobcentre had advised them to get more formal support.

Fifty-nine per cent of respondents who were in work at wave one and wave two and who were supported to carry out their work said that they had a 'support worker' to help them. These workers included community psychiatric nurses, local authority workers, someone from a disability organisation or a social worker. Seventeen per cent of respondents who were supported in work and who were in employment at waves one and two reported that they visited a regular support group and 13 per cent stated that they were in formal supported or sheltered employment *per se*.

3.3.2 Clients in work at wave two but not in work at wave one

One in ten respondents to the wave two survey had started work at some point since participating in the wave one survey although they had not been working at the time of the earlier survey *ie* they were not in work at wave one but were in work at wave two.

Respondents who were classified as PWHL at wave one (although they stated that they were not working at the time of that survey) were more likely to have started work between the survey waves compared to their TW or SPW counterparts. Fifteen per cent of all PWHL clients taking part in the wave two survey had taken up work by wave two compared to eight per cent of all TW clients taking part and ten per cent of all SPW clients.

The main reasons these respondents gave for starting work were:

- to keep occupied and active (31 per cent)
- to increase their income (26 per cent)
- because they thought it would be good for them (17 per cent)
- to increase self esteem (11 per cent).

Hours of work

Although the overall size of this group of respondents is relatively small (only 88 respondents in total), it is interesting to note that just over half of them (51 per cent) were working 16 hours or more per week (compared to 36 per cent of respondents working at both survey points). Although the base figures are very small and thus caution is required, it appears that PWHL clients who had taken up work since wave one were more likely to be working 16 hours or more per week than their TW counterparts. These findings indicate (albeit for a small number of clients) that the permitted work rules are acting as more of a stepping stone to employment for those who have made use of them *ie* those on PWHL as opposed to TW.

A number of clients taking part in the qualitative interviews were very positive about the new rules. They felt that permitted work had allowed them to see if they could get back into work without having to take 'the big step of coming off benefits'.

'It gave me the opportunity to have a taster of going back to work without losing anything.' (SPW client)

'It's a good stepping stone to full time work.. I may not have tried it otherwise.' (PWHL client)

'The idea behind the scheme is brilliant, I wouldn't have tried work without it.' (PWHL client)

Jobcentre Plus staff taking part in the focus groups also reported that some clients had found the scheme useful and had used it as a stepping stone into employment. These were mainly those clients who were new to the permitted work rules and who really wanted to get back to work:

'If someone wants to go back to work they will use the scheme in the correct way and it works well for them.'

Status of employment

Seventy per cent of all respondents who had started work since wave one reported that they were in permanent employment. The remaining 30 per cent of respondents who had started working since wave one said that the main reasons why their employment was temporary were that the work was casual or being done under contract for a fixed period.

Support in employment

Just over one in five respondents (22 per cent) who were not in work at wave one but were in employment at wave two reported that they received support or help from a professional support worker whilst in work, or attended a regular support group. This is a fairly similar proportion to those respondents who were in work at waves one and two, one-quarter of whom reported that they received support in employment. Once again, most of this support was provided by the local authority or a disability organisation.

3.4 Respondents who were not in work at wave two

This sub-section looks in more detail at respondents who were not working at the time of the wave two survey. It begins with an assessment of the circumstances of respondents who had been in work at wave one but who had subsequently given up employment by the time of the second survey. It then moves on to look at the situation of respondents who reported that they were not in work at the time of either survey.

3.4.1 Not in work at wave two but in work at wave one

Seven per cent of the wave two sample had been in work when surveyed at wave one but were no longer in work at wave two⁸ and most of them reported that they had given up work at some point between April and December 2003 (70 per cent). The main reasons these respondents gave for finishing work were one or more of the following:

- because of their impairment or disability (36 per cent or 24 respondents)
- because of benefit regulations or the permitted work rules (24 per cent or 16 respondents)
- the work was only temporary (18 per cent or ten respondents).

3.4.2 Not in work at wave two and not in work at wave one

Thirty-three per cent of the wave two sample reported at the time of the second survey that they were neither in work at wave two nor at wave one.⁹

SPW respondents were most likely to fall into this employment category (48 per cent of these respondents reported that they were not in work at either survey point) with TW and PWHL respondents less likely to fall into it (29 per cent of TW respondents and 35 per cent of PWHL respondents said they were out of work at waves one and two).

Twenty-two per cent of respondents who stated that they were not in work at both survey points (or 68 respondents) reported, however, that they had done some work in between the two time periods. PWHL respondents (who were not in work at both survey points) were more likely to have done some work in the intervening period (27 per cent) than TW or SPW counterparts (20 per cent and 14 per cent respectively).

⁸ This sub-sample is too small for any further analysis by wave one type *ie* PWHL, TW, SPW, or health condition/impairment.

⁹ This proportion is higher than the 22 per cent of wave one respondents who reported (at that time) that they were not working. On closer analysis, it appears that (some) respondents have (some) difficulty recalling their activities accurately over time. It is impossible to know if the details held at wave one or wave two are correct thus, this analysis has proceeded on the basis of information given most recently at wave two.

The main reasons offered by respondents for starting work between wave one and wave two included one or more of the following:

- to keep occupied and active (28 per cent or 19 respondents)
- to increase self esteem (26 per cent or 17 respondents)
- to increase income (23 per cent or 15 respondents)
- because they thought it would be good for them (23 per cent or 14 respondents)
- to increase their chances of returning to full-time employment (18 per cent or 13 respondents).

The majority of respondents (84 per cent) who had tried some work between survey waves, but who were no longer in employment, reported that they had continued to receive benefits relating to their health problem or disability whilst they were doing this work *ie* they were on some form of permitted work.

The main reasons offered by these same respondents for stopping this work before the second survey were:

- because the work was only temporary (27 per cent or 18 respondents)
- because of their health problem or disability (26 per cent or 17 respondents), and/or
- because of benefit rules or permitted work rules (16 per cent or 11 respondents).

These findings were backed up by the qualitative interviews. The majority of clients who were no longer working at wave two had given up work because of their health condition; they either felt that working had made their health condition/impairment worse or they feared that it might do so. This was especially the case for those clients with a progressive illness or mental health condition.

'I left permitted work in March because my illness was getting worse and it made it difficult for me to keep up with work.' (TW client)

These clients felt that the period of time they were allowed to work was not long enough for them to feel 'confident' or indeed 'job ready'.

'Depression is unpredictable and these things need to be taken slowly.' (PWHL client)

A number of clients also reported that they had given up work because of the new benefit rules.

'I stopped because the rules changed and I was no longer able to work those hours (12-14 per week) indefinitely.' (TW client)

A small number of respondents from the telephone survey also commented that they had given up work because of the new rules. Typical comments included:

'I worked for six months only and then had to stop because of the rules.' (TW client)

'The rules changed from therapeutic to permitted and I wasn't allowed to work the number of hours I wanted.' (TW client)

3.5 Gains from working

This study also sought to ascertain the gains that respondents had achieved from their most recent experience of working. As such, all wave two respondents who had undertaken, or were undertaking, some work between the two survey points (71 per cent of all wave two respondents) were asked a number of statements about employment generally and the results are shown in Figure 3.1 below. It is clear that most respondents with experience of work over the time period found the experience to be a positive one, and primarily beneficial. Most respondents agreed that they:

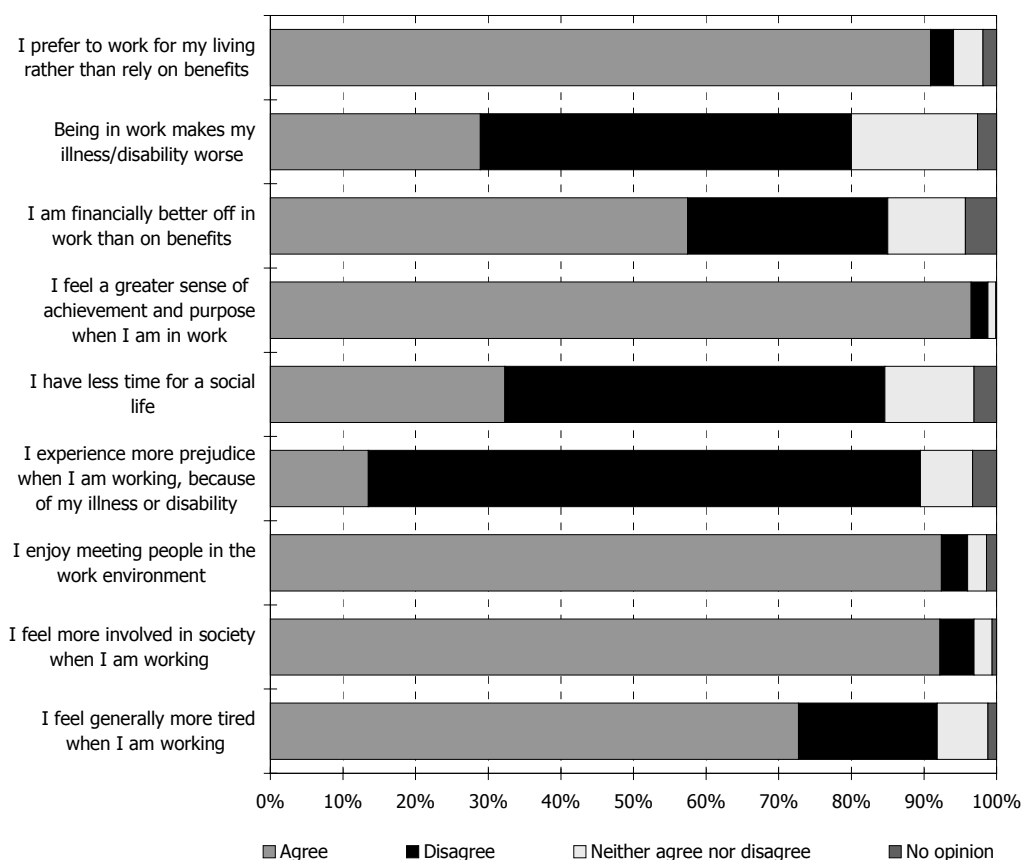
- felt a greater sense of achievement and purpose in work (96 per cent of respondents who had done, or were doing, some work since the wave one survey).
- felt more involved in society when working (92 per cent of respondents who had done, or were doing, some work since the wave one survey).
- enjoyed meeting people in the work place (92 per cent of respondents who had done, or were doing, some work since the wave one survey).
- preferred to work for a living rather than relying on benefits (91 per cent of respondents who had done, or were doing, some work since the wave one survey).

No significant differences were observed in relation to these statements according to the type of permitted work that respondents had done (*ie* PWHL, TW, SPW), their health condition or impairment, or indeed, whether they were still engaged in this work or had stopped doing it.

In contrast though, not all respondents who had worked recently, or who were in work at the time of the survey, thought that they were financially better off in work than on benefits. Whilst 58 per cent of respondents agreed that they were better off in employment, 28 per cent (or almost one-third) disagreed with this statement. One possible explanation for this may be the relatively lower level of financial gain from undertaking (permitted) work for those on IS compared to respondents on IB.

Almost one-third of respondents who had been in work at some point during the previous twelve months, or who were in work at wave two, also agreed that being in work made their illness or disability worse. Furthermore, just over one in ten respondents agreed that they had experienced greater prejudice when working because of their illness or disability.

Figure 3.1: Statements about work, all respondents with experience of work between wave one and wave two



N=666

Source: IES/MORI 2004

In terms of other gains that respondents had made as a result of their recent work experience (see Table 3.10), most reported that they had improved or gained:

- in self-confidence and motivation (85 per cent of respondents who had done, or were doing, some work since the wave one survey).
- the knowledge that they could cope with work, regardless of their health problem or disability (81 per cent of respondents who had done, or were doing, some work since the wave one survey).
- a sense of independence (72 per cent of respondents who had done, or were doing, some work since the wave one survey).

Other 'harder' skills were also gained as a result of working. Respondents most often reported that they had improved their communication skills, personal or social skills, team-working skills and updated their job-related skills as a result of their most recent period of paid work. SPW respondents were particularly likely to report gains in their soft and hard skills as a result of working.

Table 3.10: Gains from most recent period of paid work, by respondent type

	All %	Multiple response		
		PWHL %	TW %	SPW %
Self-confidence and motivation	85	83	85	96
Knowledge that can cope with work	81	81	79	96
Independence	72	71	71	79
Communication skills	68	63	70	82
Personal/social skills	67	62	70	76
Team-working skills	64	63	63	88
Improved/updated job-related skills	62	63	60	81
Greater financial stability	53	53	51	71
Improved career/job prospects	43	43	41	70
Total (N)	666	237	388	41

Base: All those with some experience of work between wave one and wave two

Source: IES/MORI 2004

Respondents who were still in work at the time of the wave two survey were consistently more likely to report skills gains as a result of working than respondents who had done some work recently but who were not in employment at the time of the wave two survey (Table 3.11). Whilst not negating the very positive impact that work has had on all respondents who have recently experienced employment, it appears that these gains start to be lost once the employment finishes *ie* these skills decline over time.

The majority of people taking part in the qualitative interviews, regardless of their health condition or type of permitted work they had been doing, mentioned that their experience of trying some work had had a positive impact on their lives. They reported that it made them feel 'more involved in society', 'happier because of the social contact' and that overall they preferred 'to be working rather than claiming benefits'.

'I know it sounds corny, but the first time I got my payslip I felt like celebrating, I was a fully paid up member of society again.' (PWHL client)

'It's good to get out to work and pay your way.' (PWHL client)

'I would miss the companionship if I had to give up work, the social side has been great.' (PWHL client)

They also mentioned that work had helped them in terms of softer outcomes such as 'confidence', 'independence' and 'increased motivation'.

'It's a good thing that people can work for a few hours even though they are off sick. It builds your confidence.' (PWHL client)

'The work I have been doing has been good for my ego and confidence....' (PWHL client)

'Working is worth it in the long run, you get a sense of worth I think.'
(PWHL client)

'I think it did increase my confidence to get back into work, to know that I'm needed. I think there's a feel good factor in working.' (PWHL client)

'Working gives you confidence, a feeling of worth, you feel useful again.' (PWHL client)

'Lack of confidence is an important factor and working like this provides the confidence to return to work gradually.' (TW client)

However, there were concerns among one or two clients that if they had to stop their employment any soft outcomes they would have gained might be lost. They believed that this would affect, not only their motivation to get back into work, but also their emotional wellbeing.

Table 3.11: Gains from most recent period of paid work, by current work status

	All %	Multiple response	
		In work at wave two %	Not in work at wave two %
Self-confidence and motivation	85	87	72
Knowledge that I can cope with work	81	85	65
Independence	72	74	61
Communication skills	68	71	59
Personal/social skills	67	69	58
Team working skills	64	66	58
Improved/updated job-related skills	62	66	48
Greater financial stability	53	54	47
Improved career/job prospects	43	45	36
Total (N)	666	537	129

Base: All respondents with experience of work between wave one and wave two
Source: IES/MORI 2004

4 CONTACT WITH JOBCENTRE PLUS

4.1 Recent contact

Because the permitted work rules have only recently been introduced, it was important that the surveys established the level of contact clients have had with Jobcentre Plus as they make their way through the regulations. Both surveys have sought to ascertain if the contact that respondents have had with Jobcentre Plus has been useful and sufficient.

The wave one survey found that awareness of the new rules was not as high as might be expected given that clients were, or had been, in work and would have been notified of the new regulations as a matter of course. The key points to come from that survey were:

- Just over half of all wave one survey respondents said they had heard of the new rules but over one-third taking part in the survey had not.
- Almost half of all respondents who had some awareness of the new rules had spoken to someone about the new regulations, but only half of these people had spoken to someone from their local office about the rules.
- Although respondents generally found it easy to talk to local office staff about the new rules, many also reported that they would have liked additional help from staff including (just) the offer of more help or support, more specific advice on the work they could do, more in-depth information, and more personal face-to-face contact.

On a related point, the majority of Jobcentre Plus staff taking part in the focus groups reported a general lack of publicity about the new permitted work rules. Staff felt that leaflets advertising and explaining the new rules should have been distributed to all clients.

'The publicity was poor and most [clients] heard about the scheme by word of mouth which meant that people weren't clear about the rules.'

'Haven't seen any leaflets about permitted work and I think that's a mistake. The publicity is very poor there is nothing we can give out to clients. When we try to explain permitted work to the clients they get very confused; it's hard for many of them to take on board what the process is.'

'Leaflets, if somebody had enough info that was accurate and in plain English, they would be able to understand permitted work and the importance of it from day one, rather than a year down the line.'

'It would be very beneficial if there was some literature they could send out, a lot of people ask to be sent a leaflet and we don't have anything to send them.'

'There should be more marketing of GPs, leaflets should be put up in doctors surgeries etc.'

In the wave two survey, it was crucial to establish if respondents had had, or could recall having, any further contact with their local office. With the exception of respondents engaged in SPW, it is likely that all respondents will have had some contact about the new rules during the past year given that their status is likely to have changed or been checked at 26-week intervals.

Interestingly, just over half (58 per cent) of wave two respondents who could recall receiving benefits at some time (either currently or in the past) said they had had some contact with their local office at some time during the previous 12 months. This contact may have been by phone, correspondence or face-to-face. No significant differences were observed in the level of contact with local offices according to whether clients had been on TW, PWHL or SPW, or in relation to their health condition or impairment.

Table 4.1 illustrates the main reasons why people had contact with their local office. Focusing specifically on issues relating to work, it is possible to see that 22 per cent of respondents who had had some contact with their local office said that this contact concerned the Permitted Work Rules or the rules that allowed them to work whilst on benefits. Significantly fewer respondents who had been in contact with their local office said this communication was about starting some sort of paid work (nine per cent), continuing in paid work (seven per cent), or finishing paid work (three per cent). Only four per cent of respondents who had been in touch with their local office reported that they had received such an interview.

This level of contact (or more accurately, level of recall of contact) is very low given the new status of the permitted work rules. Most people were likely to have completed a permitted work period during the previous twelve months, or at the very least were coming to the end of their PW period. This would have been particularly the case for those transferring from TW to permitted work rules in April 2003 and who would have completed their 26-week extension period, if granted, by April 2004 *ie* just after the wave two survey. Letters will have routinely been issued to these clients by the Department but their recall and/or awareness of them is relatively low and cause for concern. This finding raises questions as to how well respondents understand the new rules, and more importantly, how well aware they are that the new rules place time limits on the amount of (part-time) paid work they can do.

When probed further, respondents who recalled having some contact with their local office about work-related issues were even less likely to remember with whom they had had contact. Although the base numbers for these data are very low and should be treated cautiously, approximately one-third or fewer respondents could remember the person they had been in contact with for a work-focused interview, about starting, continuing or finishing work, or indeed the permitted working rules more generally. Having said this, most respondents who had been in contact with someone from the local office about work-related issues reported that they had found this contact helpful.

Table 4.1: Reasons for contact with office that pays benefit

	All %	PWHL %	TW %	SPW %
Permitted work rules	22	15	26	10
Payment of benefit	16	21	14	15
Benefit application	11	12	11	12
Change in circumstances	10	10	10	16
Starting some sort of paid work	9	12	7	11
Continuing paid work	7	5	9	7
Personal capability assessment	6	3	7	13
Illness or disability	6	5	7	3
Non-receipt of benefits	6	10	4	5
Work-focused interview	4	3	4	5
Finishing paid work	3	4	4	—
Wrong benefit received	3	3	3	3
Information about benefit	2	3	2	—
Information about tax issues	2	2	2	—
D/K/ can't remember	3	4	3	—
Other	7	9	6	7
Total (N)	511	155	319	37

Base: All respondents recalling some contact with local office during previous twelve months

Source: IES/MORI 2004

The importance of talking to someone at Jobcentre Plus should not be underrated. During the focus groups, Jobcentre Plus staff said that they thought clients who had received support and help from advisers were more likely to use the permitted work rules as a tool to help people back into full-time work:

'The ones who have a lot of support from DEAs seem to be more likely to go into full time work . The ones who sort it out themselves are less likely to go into full time work.'

'Higher levels of support seem to increase chances of success.'

More negatively though, some clients from the qualitative interviews, who did mention or could recall talking to an adviser at Jobcentre Plus, felt that in some cases the advice they had received was inadequate for their needs or indeed was too complicated to understand fully.

'What they tell you is very misleading... they said I could go back to work and get paid for it and I wouldn't lose my benefits, but that simply isn't true... they should have said "and you might not lose your benefits", because I did lose my benefits (housing benefit); that's exactly what happened to me.' (PWHL client)

One client also mentioned that although she had spoken to the disability employment adviser (DEA) about permitted work, and finding work in general, she felt that the advice she was given was inappropriate to her needs (she had a mental health condition). She reported that she now prefers to work with her (specialist) employment adviser at her local mental health charity as they understood her circumstances much better.

4.1.1 Additional help and advice required

As was the case in the wave one survey (where many people who had spoken to local office staff about the new permitted work rules continued to feel that they needed more help and advice) many respondents at wave two who had been in contact with local offices about work-related issues went on to state that they would have liked more help or advice from these offices *ie* they still had some unmet needs for information. With regard to the permitted work rules *per se*, the type of additional help or advice that these respondents said they would have liked included:

- the offer of more (general) help and support.
- a clearer explanation of the rules.
- more specific information on what clients can and cannot do under permitted work rules.
- more face-to-face contact to help explain the rules.

Respondents to the wave one survey made similar requests for additional help and advice regarding the permitted work rules. It appears that clients information needs do not change over time: they simply require more information, advice and help, and more face-to-face contact.

The demand for additional help or advice from the office paying benefits was (unsurprisingly) higher amongst respondents who had not received, or could not recall receiving, any help or advice about work-related issues from their local office during the preceding 12 months (Table 4.2). In particular:

- Twenty-three per cent of these respondents would have liked a work-focused interview.
- Twenty-eight per cent of these respondents requested more help and advice about starting paid work.
- Thirty per cent of these respondents wanted help to continue in paid work.
- Forty-two per cent of these respondents said that they would have liked more help or advice from the office that pays their benefit about the new permitted work rules.

Table 4.2: Requests for additional help and advice from the local office

Type of help requested: Client group	Work-focused Interview		Starting Paid Work		Continuing Paid Work		Finishing Paid Work		Permitted Work Rules	
	%	N	%	N	%	N	%	N	%	N
All requesting help and advice	23	873	28	848	30	856	19	876	42	792
PWHL	26	294	33	282	30	290	21	294	46	278
TW	22	507	24	498	30	493	17	508	40	442
SPW	22	72	32	68	32	73	23	74	34	72

Base: All respondents who could not recall any contact with their local office during previous twelve months about work related issues

Source: IES/MORI 2004

It appears that PWHL respondents who had not already received advice or help from the local office, were slightly more likely to want additional work-related help and advice than their TW counterparts. This may imply that PWHL respondents were more work-ready than other respondents.

Table 4.3 shows the type of help and advice that respondents would have liked to receive. Many respondents simply requested the offer of more help and support, regardless of the issue on which they wanted additional advice. Other key information needs centred on:

- more specific information on what [work] clients can and cannot do
- advice on benefits
- the type of work available
- hours and earnings limits
- the new permitted work rules generally.

Table 4.3: Main types of help or advice sought

	Work-focused Interview %	Starting Paid Work %	Continuing Paid Work %	Finishing Paid Work %	Permitted Work Rules %
The offer of more help and support	25	25	18	24	11
More specific advice/information on what can and cannot do	18	15	14	31	23
Type of work available	16	19	7	4	3
Interview techniques	8	2	—	—	*
Benefit advice	5	8	12	18	8
More in-depth explanation	6	4	3	3	11
No. of hours allowed to work	3	6	5	—	14
Clarification of permitted work rules	1	5	7	6	16
Earnings limits	3	5	6	2	13
More literature/leaflets with updated information	3	4	6	5	4
Total (N)	204	227	262	160	324

Base: All those requesting additional help and advice

Source: IES/MORI 2004

Overwhelmingly, the majority of the clients participating in the qualitative interviews, regardless of their current circumstances and health condition, reported that they would have liked more help, advice and guidance from their local office. Many felt that they were just 'left to their own devices' when making their decision to start work or when deciding what to do at the end of their permitted work period.

'It would be nice if someone would get in touch with us...., just to see how we're doing. There should be more reviews. There used to be but there aren't so many these days. We don't want too much interference but would like to know that someone was there or indeed interested.'
(TW client)

Other respondents asked for:

'More human contact. I got a letter that was all. More information and more forthcoming.' (TW client)

'To not be left to your own devices, I would like to speak to someone for advice and support.' (PWHL client)

'I want someone to sit with me and explain what my options are. They just send you these letters that are very unclear – you need a degree to understand them.' (TW client)

In particular, respondents mentioned that they would like more advice and support on the permitted work rules and benefit rules in general (eg the linking rule and tax credits).

'I would like to know what tax credits are available and what "back to work" concessions are available.' (TW client)

'I would have liked some frank info on how my income would be affected if I started part time work.' (PWHL client)

'I would just like to have known that if I could do some more hours and if things didn't work out with my illness, things would be okay.' (TW client)

A number of clients also reported that they would like much more help with their job search. In particular, they reported that they would like help with interview techniques and guidance on how to update their CV.

'It would be useful to get some advice as I have been for interviews and the interviews didn't go very well because of the prejudice towards my ill health.' (TW client)

'Things about going for job interviews and applying for jobs and mainly finding employers who are willing to employ a disabled person.' (PWHL client)

'Help with interview techniques and how to put your CV together.'
(PWHL client)

A number of clients also mentioned that they would like more specific advice relating to their particular disability:

'It would be good to know about what sort of work would be available for someone with my disabilities. I would like to be seen face to face to discuss this.' (TW client)

'I would love to go back to work someday and I would like advice on the options available to me. I'm currently taking tablets that make me tired so I'd like to know what is available to me relating to my health condition.' (TW client)

A significant number of staff in the focus groups also felt that clients were not given enough support and guidance. They reported that in many cases they did not actually see the client before they started their permitted work, rather the client would simply complete the form and post it to them. Staff also reported that they do not get much time to spend with their clients at the end of the 26 weeks, although they do try to see everyone at that point.

'I don't think that people should just ring up and say they've started work, they should come in and see a PA so they can talk through their options and what would be good for their health. Some people could end up doing a job that is bad for them and then would never get off benefits because it could make their health condition worse.'

'...Well we don't really see them, they get the job and we normally see them afterwards.'

'We keep in touch with people during their permitted work period but we don't necessarily see them after their 26 weeks, it's not mandatory so they don't have to come in.'

4.2 In-work benefits advice

Although all of the respondents to the wave two survey had at some point been in paid work, less than one-fifth of those who had received, or were receiving benefits (18 per cent) reported that they had received an in-work benefits calculation or information on whether they would be financially better off in work. No significant differences were observed in the incidence of in-work benefits advice according to whether respondents were PWHL, TW or SPW.

Twenty-nine per cent of respondents who had received some sort of in-work benefit calculation said that someone from the local office had provided this information whilst 20 per cent were more specific and said that a DEA had helped them. Twelve per cent of respondents who had received this type of help or information had been helped by a support worker or adviser.

The importance of this type of assistance, although happening relatively infrequently, should not be underestimated, however. Seventy per cent of those receiving information on whether they would be better off in work reported that this had helped them to make their decision to start work. Were

this type of help to be more commonly available, it may increase the likelihood of clients being persuaded to try some sort of paid work. Indeed, 50 per cent of those respondents who had not talked to anyone about whether they would have been financially better off in work said that they would have liked to have talked to someone.

One or two clients reported in the qualitative interviews that they had received useful guidance from an adviser at Jobcentre Plus about the Working Tax Credit and the linking rule when they came to the end of their permitted work period. For these clients, this information had been a key factor in influencing their decision as to whether to take up work.

Some staff participating in the focus groups also felt that if more time were spent with the client explaining the different benefit rules, including 'better off calculations' and the 'benefit linking rule', then they would be much more likely to think about trying out work and eventually moving back into full-time work.

'I think the benefit protection rule should be pushed more. You could say to them: "sign off and try the work and if you can't really do it then you can sign back on and be reinstated at the same level of benefit you were at before". It's a safety valve really.'

'That first contact, say a WFI...at least you're sitting down with an individual, talking them through their circumstances and maybe doing a "better off calculation" so they can see the benefits of moving on. At the moment this is only mentioned vaguely, not structured... I'm sure that would make a difference to the numbers of people that moved on.'

4.3 Other sources of information

Respondents who had been in receipt of benefits either at the time of the wave two survey or in the past were also asked if they had spoken to any one else (*ie* not representatives of Jobcentre Plus or the Department) during the previous 12 months in relation to working, or the permitted work rules.

Table 4.4 shows that 20 per cent of respondents had spoken to someone about starting some sort of paid work, 17 per cent had spoken about continuing in work whilst five per cent had talked about finishing paid work. Eighteen per cent of respondents had spoken to someone specifically about the permitted work rules. Very few differences were observed according to whether respondents had been classified as TW, PWHL or SPW.

Table 4.4: Contact with other organisations/people regarding work-related Issues

	All		PWHL		TW		SPW	
	N =	%	N =	%	N =	%	N =	%
Starting some sort of work	173	20	62	22	92	19	19	24
Continuing in work	152	17	30	10	106	20	16	22
Finishing paid work	51	5	14	4	35	6	2	2
Permitted work rules	162	18	50	17	92	17	20	22
Total (N)	892	—	299	—	519	—	74	—

Base: All respondents who had received benefits

Source: IES/MORI 2004

The main external sources of information about employment-related issues and/or the permitted work rules cited by respondents receiving such help were:

- Job Brokers
- Representatives of disability organisations and charities
- Medical professionals.

Many clients mentioned receiving help from other agencies such as those offering advice and support to disabled people, day centres or their GP. All of the clients who mentioned receiving this type of support reported that they found their advice and guidance very helpful.

Essentially, whilst most respondents who have received help and advice about work report that the information they received was helpful, overall it appears that people have had, or can recall, little contact with either Jobcentre Plus or external sources of information about working generally, or about the permitted work rules, more specifically. Given that all those surveyed have been engaged in some sort of work, at some point in the recent past, this finding raises some concerns.

5 THE FUTURE

This chapter identifies wave two respondents' plans for the future, in particular their plans to increase or decrease working hours, to take up work or indeed, their intention to stop working.

5.1 Respondents in work

The wave two survey sought to establish whether respondents who were working at the time of the survey intended to continue to work their current number of hours, whether they intended to increase or decrease the hours that they worked, or whether they intended to give up work altogether. These questions were posed to gauge the extent to which the new permitted work rules may have acted as a stepping stone onto full-time employment, but also partly to establish if respondents were aware that they might have to give up work, on completion of their permitted work period, if their hours do not increase sufficiently over time.

Table 5.1 below illustrates the intentions of all respondents who were engaged in employment at the time of the wave two survey. When asked about their plans for the next 12 months, the majority of these respondents (66 per cent) thought they would continue working as they were then with no change to their hours. Seventy-two per cent of PWHL respondents and 71 per cent of SPW respondents stated that they would continue to work their current number of hours, as did 63 per cent of TW clients.

Table 5.1: Future intentions

	All (N) =	All %	PWHL %	TW %	SPW %
Continue working as now (same amount of hours)	384	67	72	63	71
Increase the number of hours worked	102	19	18	19	25
Decrease the number of hours worked	22	4	4	4	1
Give up work	25	4	2	6	0
Don't know	40	7	5	8	3
Total (N)	573	100	181	350	42

Base: All those in work at wave two

Source: IES/MORI 2004

Many clients taking part in the qualitative interviews maintained that they would like to carry on as they are, and had no plans to increase their hours as they felt this would, or could be, detrimental to their health. These were especially those clients with progressive illnesses, heart problems and mental health conditions.

'I'm unable to increase my hours because of my health problem. I get breathless and tired very quickly and working more hours could make me worse.' (TW client)

'If I give up my benefits and take on more hours of work and then my health condition gets worse or I cannot cope with the job I will end up worse off as it will be difficult for me to get back onto benefits.' (TW client)

Looking specifically at respondents who wish to continue working the same number of hours as they currently work highlights a number of problems. Table 5.2 shows that less than half of all respondents intending to carry on working their current number of hours were working for 16 hours or more at the time of the wave two survey. Over half of those intending to 'continue working as now' were working less than 16 hours per week. These respondents may have been working within the limits of the permitted work rules at the time of the survey, but would most likely not be able to continue doing so under the current regulations.

When looking at the different types of respondent, two key issues emerge. First, the intention to carry on working 'as now' is clearly positive for those working 16 hours or more, and in particular PWHL respondents, 65 per cent of whom were working 16 hours or more at the time of the wave two survey. Such a finding confirms that the permitted work rules have helped some people taking up work recently to move away from benefits and into (full-time) work.

Second, the intention to carry on 'as now' amongst those respondents working less than 16 hours each week is more problematic. Whilst 33 per cent of PWHL respondents were in this position, TW respondents were twice as likely to be working less than 16 hours per week (66 per cent) and intending to continue as such for the foreseeable future. For those working four hours or less (and thus presumably on PWLL) this may not be a problem.

However, for those working between five and 15 hours per week at present (45 per cent of TW respondents and 26 per cent of PWHL respondents), their intention to 'carry on as now' is clearly impossible under the new rules (unless they are on, or switch to, SPW). These findings raise some concerns, particularly for the TW group. There is little indication that these clients realise

Table 5.2: Current hours of work

	All (N) =	All %	PWHL %	TW %	SPW %
1-4 hours	65	16	7	21	18
5-10 hours	80	21	13	25	20
11-15 hours	67	17	13	20	11
16 hours or more	163	44	65	31	51
Don't know	9	2	2	3	0
Total (N)	384	100	133	223	28

Base: All respondents intending to continue working same number of hours
Source: IES/MORI 2004

that they will have to increase their hours, decrease their hours/earnings to PWLL limits, or stop work and move back to benefits full-time¹⁰.

This point was borne out in the focus groups. Jobcentre Plus staff thought that, for most clients, there was still a general lack of understanding about the new rules. There were misconceptions about the number of hours they could work and problems with understanding what happens if they finish a job or start again. Most staff agreed that the duration of the permitted work period caused the most confusion for clients, especially for those clients who had previously taken part in TW. These clients, although they had been informed on many occasions, were still usually unaware that their period of permitted work would be coming to an end.

5.1.1 Plans to increase the number of hours worked

More encouragingly, almost one-fifth (19 per cent) of those in employment at wave two planned to increase their working hours during the next 12 months and most thought this was a likely or very likely prospect (76 per cent). The majority of those wishing to increase their hours wanted to work 16 hours or more per week (see Figure 5.1) and most (64 per cent) thought they would make this change in the next six months. A further 32 per cent thought they would increase their hours in the next six to 12 months.

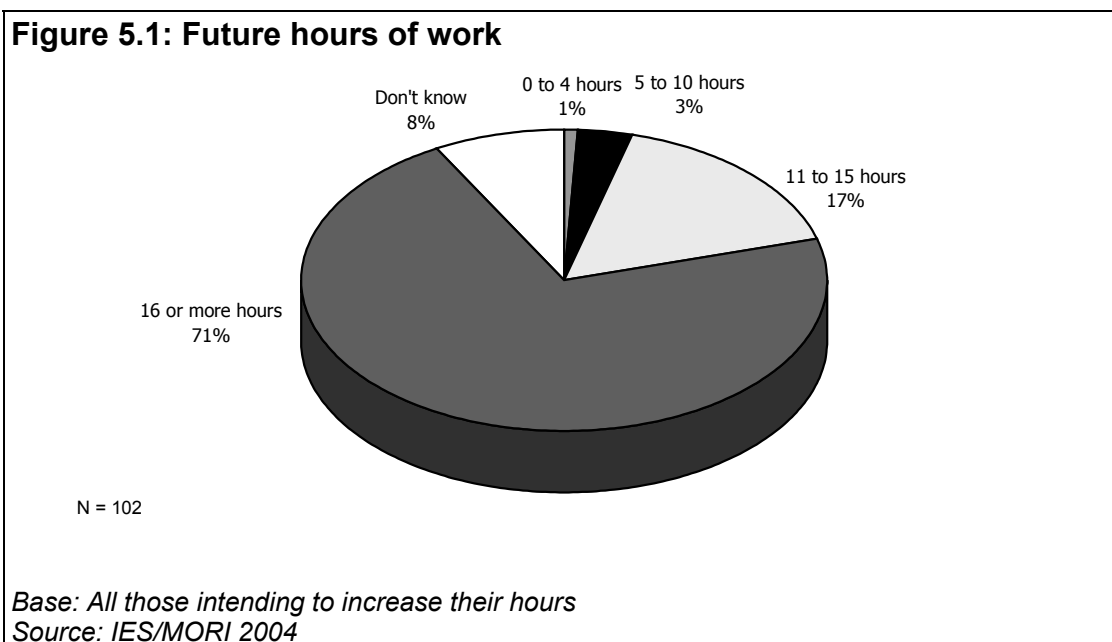


Table 5.3 shows that most respondents wanted to increase their hours of work in order to increase their income (67 per cent). Respondents also mentioned that increasing their self-esteem and the amount of social contact they have were key drivers for increasing the number of hours they worked.

¹⁰ IB recipients seem to be as likely to think they can 'continue working as now' as IS recipients although the impact on their benefits of such a course of action would be much greater at the end of the permitted work period.

Table 5.3: Reasons for increasing the number of hours worked

	N =	%
To increase income	66	67
To increase self-esteem	20	20
For enjoyment	17	15
To increase the amount of social contact	11	13
To keep occupied and active	8	8
To improve illness or impairment	6	6
Have no choice, rules have changed	6	6
To gain respect from others	5	5
Other	6	7
Total (N)	98	—

Base: All those intending to increase their hours
Source: IES/MORI 2004

Very few respondents who were planning to increase their hours seemed to be doing so because of benefit regulations/permitted work rules.

During the qualitative interviews, there were one or two clients who did mention that they would like to increase their hours. They tended to be respondents who had recently started on permitted work, who were relatively new to the benefit system and who had health problems affecting their arms and/or legs. The main reasons they gave for wanting to increase their hours were to increase self-esteem and get off benefits, and for enjoyment. This seems to reinforce the importance of the 'softer' benefits of working.

'In the future I hope to be getting extra hours from work and get off benefits. I don't like being on benefits you know.' (PWHL client)

'I am happier now I'm at work and hope to increase my hours and come off incapacity benefits.' (PWHL client)

Respondents who intended to increase their working hours in the near future were also asked if they thought they could do so in their current job and most reported that this would be the case (68 per cent of those planning to increase their hours). However, 30 per cent of respondents who wanted to increase their hours reported that they would probably need to change their job to do this. This may point to the need for help with, and advice on, job hunting, or more information on other jobs available in the local area which was found in the qualitative interviews to be an important issue.

Respondents who intended to increase their working hours were not doing so without any concerns however. Almost three-quarters of respondents who hoped to increase their hours of work at some point in the near future thought they may have problems doing so. The main (perceived) barriers to increasing the number of hours they wanted to work were:

- a worsening of their current ill-health or impairment (72 per cent)
- benefit rules and regulations (12 per cent)

- concerns that they would be worse off financially (nine per cent).

These fears may point to the need for greater reassurance, or the provision of help and advice. Earlier findings suggest that, for many people, their worries about making their health condition worse as a result of working more hours were largely unfounded. Similarly, an in-work benefit calculation may assuage clients' fears about being financially worse off in employment.

5.1.2 Plans to reduce the number of hours worked

When asked about their plans for the future, four per cent of all those in work at wave two (or 22 respondents) reported that they planned to reduce the number of hours that they worked in the next 12 months. Over one-third of these respondents wanted to reduce their hours to four or fewer per week.

The main reason that respondents gave for wanting to reduce the number of hours that they worked was because of benefit rules or the permitted work rules (39 per cent of those intending to decrease their hours or ten respondents). Many of these respondents also cited fears that their employment may make their health or impairment worse as a key factor in the decision to reduce their hours (33 per cent or seven of these respondents).

5.1.3 Plans to stop working

Four per cent of all those working at wave two, or 25 respondents, also reported that they planned to give up work in the next 12 months. Once again, most of these respondents said they would be giving up work because of the benefit rules or the new permitted work rules (45 per cent of those intending to stop work or 11 respondents) or because they feared worsening health (15 per cent of those planning to stop work or four respondents).

During the qualitative interviews, a number of clients reported that they would probably have to stop work at the end of their permitted work period as their health condition limited the number of hours they could do. This was particularly the case for those clients who had mental health problems or a progressive illness.

A significant number of staff also felt that the permitted work rules did not work well for clients who could not genuinely work more than 16 hours per week, such as those clients with a progressive illness or mental health condition. They felt that these clients were losing out on the softer benefits of working which could be detrimental to their overall health and well being.

'There are two distinct groups, there is a group who cannot do more...people with quite severe MS, severe heart conditions, who wouldn't be able to cope with more than 16 hours per week. These people either have to stop the job or reduce to PWLL... it seems an awful shame to make these people give up work.'

'In many cases they genuinely cannot return to work but by being allowed to work a little bit they were contributing to society and built up their self-esteem which they then lose when they have to stop working.'

‘There is discrimination against those working part time hours... if you can only work ten hours per week then you’re not allowed to work.....Particularly when there is so much research that shows that it is advantageous for people to work.’

Moreover, a number of Jobcentre Plus staff felt that the rules on the permitted work period could be made longer, particularly for clients with mental health conditions or progressive illnesses, and could be more of a planned transition into employment over a number of years.

‘Many clients don’t yet feel confident enough after 52 weeks, they may need more time.’

‘... we need to set some targets to help people move forward, but in the longer term, perhaps a target of three years rather than six months or a year.’

5.2 Respondents not in work

Overall, 39 per cent of respondents to the wave two survey were not in employment at the time they were interviewed. When asked about their plans for the future (Table 5.4), 43 per cent of these respondents reported that they had no plans to change their current status or activity. This figure was significantly higher amongst respondents who had been classified as TW (at 54 per cent) compared to PWHL respondents (33 per cent) and SPW respondents (19 per cent).

Over 80 per cent of respondents who had no intention of going back to work in the near future stated that this was because their health condition had deteriorated, or because they feared that it would do so if they took up work. Very few respondents (seven per cent or ten respondents) reported that they would not be returning to work because of the benefit rules or permitted work rules.

Table 5.4: Future plans

	All N =	All %	PWHL %	TW %	SPW %
No plans to change current activity/ unable to change	159	43	33	55	19
Start paid work	105	31	36	24	51
Retire	12	3	3	3	0
Voluntary work	11	4	4	3	9
To start/continue college course	5	2	2	2	0
Other	26	7	12	5	3
Don’t know	38	11	11	9	18
Total (N)	356	100	134	188	34

Base: All those not in work at Wave 2
Source: IES/MORI 2004

This finding is backed up by the qualitative interviews. Those clients who were not in work when interviewed (and were claiming benefits) reported that they had no plans to change their current activity. This was especially the case for those clients who had previously been on TW. The majority of these clients stated that the reason they could not go back into work was because their health condition/problem had become worse or that they feared it would do so. This was particularly so for those clients with mental health conditions.

'I left permitted work after a year because I was worried that my illness was getting worse.' (TW client)

More positively, 31 per cent of those who were not engaged in employment at wave two, however, stated that they intended to start paid work at some point in the next 12 months. Interestingly, PWHL respondents and SPW respondents were much more likely to be planning to return to work in the future than TW respondents. Indeed, 36 per cent of PWHL clients and 51 per cent of SPW clients were planning on starting work in the near future compared to just 24 per cent of TW respondents. This suggests that people who had undertaken some work under the new permitted work rules (*ie* PWHL and SPW respondents) are more inclined to try some work again compared to people who had worked under the old (TW) regime who are significantly less likely to be planning a return to employment. Clearly though, the route to employment for this group of respondents has not been a straightforward and linear one. Since 2002 (*ie* when this study began), they have been in employment and given up employment (for various reasons), and yet are hoping to find and take up work again in the future. One might hypothesise that the opportunity to try working, afforded by the permitted work rules, has encouraged (at least some) clients to think about taking up employment again.

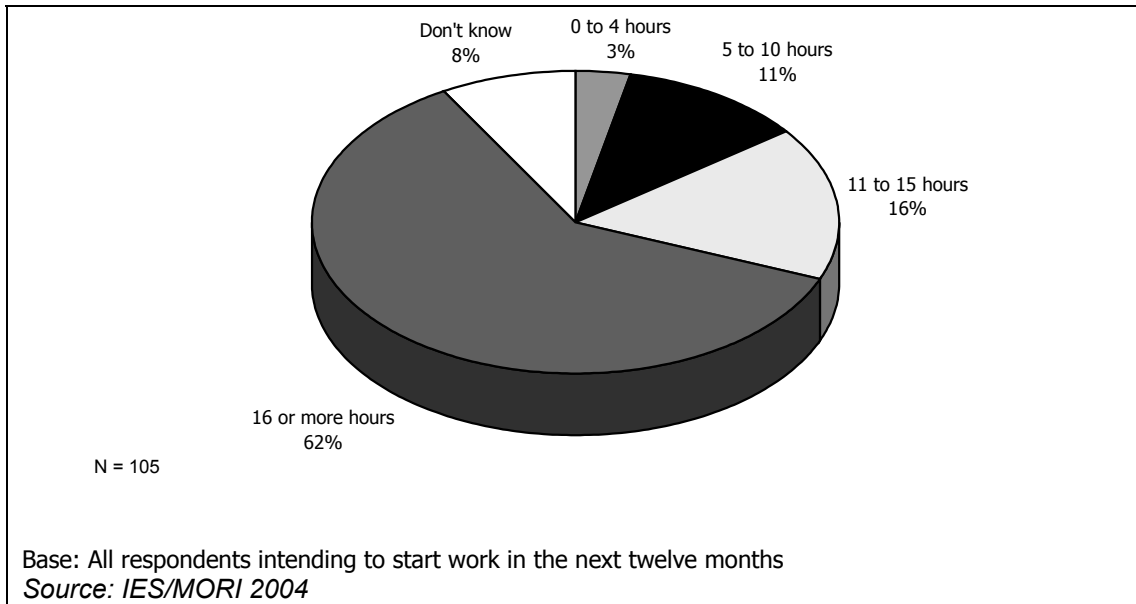
The main reasons given for wanting to start work again were:

- to increase level of income (52 per cent of those wanting to return to work)
- to keep occupied and active (35 per cent)
- to increase self-esteem (28 per cent)
- to increase the level of social contact (18 per cent)
- because work is generally good for the individual (13 per cent)
- to feel part of the community (12 per cent).

Once again, respondents cite many 'soft' factors for returning to work.

In the main, most people who plan to go back to work in the near future (60 per cent) would like to work for 16 hours or more (Figure 5.2). Less than one-third of respondents intending to take up employment again want to work for 15 hours or less per week. This group of respondents are also fairly optimistic about their chances of going back to work with 75 per cent of them reporting that it was quite or very likely that they would start work in the next 12 months.

Figure 5.2: Preferred hours of work



A small number of clients, from the qualitative interviews, reported that they would like to get back into work at some point. However, most of them mentioned that it might be hard to do so, because their health condition/problem limited the type and amount of work they could do. A significant number of clients also mentioned that it was difficult to get back into work because they faced discrimination in the labour market. These clients felt that it was harder to find and secure a job because of their health condition. This was especially the case for those clients who had some form of disfigurement or who had a long standing/progressive illness or mental health problem. These clients had had a good relationship with their old employer who knew them well, but were now finding it hard to find a new employer who was as sympathetic and supportive.

'Would employers be put off by someone with a 30-year heart problem? I think so.' (TW client)

6 CONCLUSIONS

This study set out to identify the characteristics and experiences of clients who had been, or continued to be, in receipt of IRBs as they made use of the new permitted work rules. Importantly the study has sought to explore the extent to which the new rules have provided a stepping stone to employment for clients who are new to work and for those who had previously engaged in TW. This chapter draws together the key conclusions arising from the study.

6.1 The permitted work rules work for some

- Most notably, 24 per cent of people surveyed at wave two of this study were in work and off benefits, or in work and claiming a tax credit, at the time of the second survey. This is a very positive finding and indicates that the new permitted work rules, for some clients at least, have acted as a stepping stone to employment. The move into sustainable employment, where it has been achieved, is a significant success.
- Clients who had engaged on PWHL, that is those who were new to permitted work, were particularly likely to have moved into (full-time) employment and away from IRBs. Indeed, 34 per cent of PWHL clients were working at the time of the second survey and were no longer claiming state benefits.
- A number of clients with more severe health problems, who had engaged in the new SPW, had also moved into work and away from benefits by the time they were last surveyed. Twenty-one per cent of SPW clients were in employment and no longer claiming at wave two of this study. This would seem to be a particular achievement as these clients, amongst the permitted work rules population, are arguably the furthest away from full labour market participation (other than clients on PWLL) because of their more severe health conditions and impairments.
- TW clients were the least likely of all client groups to have moved into work and away from benefits, although 17 per cent had done so by the time they were last surveyed.
- Clients with musculo-skeletal difficulties and mental health conditions appear to be the most likely to have made shifts towards sustained employment without IRBs than clients with other health conditions or impairments. On the other hand, clients with severe or specific learning difficulties and those with progressive illnesses were the least likely to have moved into employment and away from state benefits.
- The permitted work period does not seem to be long enough for some clients to enable them to move into full-time work (of 16 hours or more) and many have reported that they have given up work because of the permitted work rules and their health condition. There is some indication that people with progressive illnesses are the most likely to have been out of work at the time of the second survey, and/or to have

given up work since wave one when compared to clients in any other health condition/impairment group.

6.2 Unfounded fears about work and health

- This study has found that many clients who had increased their hours of work over time feared doing so because they thought it would be detrimental to their health. The Permitted Work Rules however, allowed such clients to try working more hours to bring them closer to full-time employment, whilst remaining on benefits, and most of these clients ultimately reported that their fears of worsening health had been groundless.
- It is clear though, that a significant proportion of clients taking part in this study who were not in work when they were last surveyed had given up their most recent spell of work because of their health condition or impairment, or because they feared their health would worsen if they continued working.

6.3 Benefits of working

- Working has, without a doubt, been a positive experience for most clients who have recent employment experience. Almost all clients reported that they felt a greater sense of achievement in work and felt more included in society generally. Many clients had gained in self confidence and motivation, and importantly, said that they now knew that they could cope with work, regardless of their health condition or impairment. Moreover, clients had updated or improved their communication skills, team working skills and a range of job-related skills as a result of their most recent experience of work.
- There is some concern amongst clients and staff that the benefits of working may be lost, or reduced, if clients have to give up their employment because their permitted work period has come to an end.

6.4 Awareness and understanding of the new permitted work rules is poor

- Many clients reported that they had stopped work because of the permitted work rules or benefit regulations. However, this study has found that awareness of the rules, and the degree to which clients understood the new rules was poor.
- Many clients who were in employment intended to carry on working in future as they were at the time of the survey and had no wish or compulsion to increase their hours or move into full-time work. These clients seemed not to understand that they would have to change their working hours, or give up work, at the end of their permitted work period.

- Jobcentre Plus staff reported that more publicity materials and information leaflets are required to promote the permitted work rules and inform clients about the rules. They feel that the lack of materials has kept awareness and understanding of the new rules low.

6.5 More advice and guidance is needed

- Very few clients can recall talking to anyone at their local office about the new permitted work rules or working generally, although where help and advice had been given by the local office, it was generally found to be useful.
- Many clients have reported that they would like: more help and advice to be offered by local office staff; a greater explanation of the rules; and more face-to-face contact to explain the rules. Clients have also requested help and support on a number of general work-related issues, including help to find work, to improve job search techniques and prepare CVs. There is a clear indication that many IRB clients are thinking about work as a realistic option but need help to enable them to progress towards sustainable employment.
- Jobcentre Plus staff also feel that clients should be seen by an adviser when they start work, and have offered examples of progression into full-time work for clients who have received such one-to-one support.
- Few clients received an in-work benefit calculation to find out if they would be better off in work, prior to starting their employment. Importantly however, clients who had received this type of help reported that it had helped them to make their decision to start work. Moreover, many clients who had not received this type of help said that they would have liked a better-off calculation to help them make their decision to work or not. Given clients' poor awareness of the permitted work rules, it is also likely that many clients are not aware that in-work tax credits are available and therefore, may not think that full-time work (of more than 16 hours a week) is a viable option for them.
- There also appears to be very poor levels of awareness of the linking rule amongst clients on permitted work rules. Again, this is likely to act as a barrier to full-time employment as clients fear they may lose their benefits and not be able to go back to them if their employment does not work out.

APPENDIX ONE: WAVE ONE TELEPHONE QUESTIONNAIRE

17 December 2002

	<p><i>Good morning/afternoon. I would like to speak to *****.</i> <i>I am calling from MORI, an independent research organisation. We are conducting a survey of people who are receiving benefits because of ill-health or disability and who are undertaking some sort of work whilst receiving benefit. You should have received a letter in the last week or so, from us, explaining the survey.</i> <i>The survey is being undertaken on behalf of the Department for Work and Pensions.</i> <i>The survey involves a short telephone interview, which should take no longer than 20 minutes. The survey is confidential, and no information about you will be passed to the government or anyone else. The information will be used to find out how helpful the government's rules are for those people who are doing some work and who still receive benefits, and to make recommendations to the government for improvements or changes to the rules.</i></p>	
Q. No	ASK ALL	Routing (go to)
A	Type of Benefits and Paid Work	
A1	<p>Can I just check, are you receiving any social security benefits or tax credits at the moment?</p> <p>1. Yes 2. No 3. Don't know</p>	A6 A2 A2
A2	<p>Can you tell me what your main current activity is? Are you..</p> <p>READ OUT and code one only</p> <p>1. Working in a paid job or business as an employee 2. Working in a paid job or business on a self-employed basis 3. On a government employment or training scheme 4. Unemployed and actively seeking work 5. Doing unpaid work for yourself or a relative 6. Doing unpaid work for someone other than a relative or yourself 7. A full-time student or pupil 8. Looking after the family or home 9. Not working because of sickness or disability 10. None of these (please specify)</p>	A3 A3 A4 A4 A4 A4 A4 A4 A4 A4
A3	<p>Are you currently working for 16 hours a week or more?</p> <p>1. Yes, 16 hours a week or more 2. No, less than 16 hours a week 3. Don't know</p>	A4

A4	<p>Before you started (insert response from A2), were you receiving any social security benefits or tax credits?</p> <p>1. Yes 2. No 3 Don't know</p>	A5 A7 A7
A5	<p>[those who have received benefit in the past, but not at present] Before you started (insert response from A2) can you tell me the name of the benefit(s) or tax credits you were receiving?</p> <p><i>Interviewer: do not read out, but prompt if necessary. Code all that apply</i></p> <p>1. Incapacity Benefit 2. Income Support 3. Housing Benefit 4. Council Tax Benefit 5. Severe Disability Allowance 6. Disability Living Allowance 7. Attendance Allowance 8. Industrial Injuries Disablement Benefit 9. Disabled Person's Tax Credit 10. Invalid Care Allowance 11. Disability Working Allowance 12. War Disablement Pension 13. Job Seekers Allowance 14. Bereavement Allowance 15. Child Benefit 16. Working Families Tax Credit 17. Don't know 18. Others (<i>please specify</i>)</p>	<p>If 1, 2 @ A2 go to A12</p> <p>If 3-9 @ A2 go to A8</p>

A6	<p>[those currently receiving benefit] And can you tell me the name of the benefit(s) or tax credits you are receiving at the moment?</p> <p><i>Interviewer: code response according to the list below. Prompt for any other benefits they receive. If they are not sure which benefit they receive, prompt them by reading out the list. Code all that apply</i></p> <ol style="list-style-type: none"> 1. Incapacity Benefit 2. Income Support 3. Housing Benefit 4. Council Tax Benefit 5. Severe Disability Allowance 6. Disability Living Allowance 7. Attendance Allowance 8. Industrial Injuries Disablement Benefit 9. Disabled Person's Tax Credit 10. Invalid Care Allowance 11. Disability Working Allowance 12. War Disablement Pension 13. Job Seekers Allowance 14. Bereavement Allowance 15. Child Benefit 16. Working Families Tax Credit 17. Don't know 18. Others (<i>please specify</i>) 	A7
A7	<p>And are you doing any paid work at the moment?</p> <ol style="list-style-type: none"> 1. Yes 2. No 	A12 A8
A8	<p>Have you ever had a job, or done any paid work?</p> <ol style="list-style-type: none"> 1. Yes 2. No 	A9 End interview
A9	<p>Did you start doing this paid work before 7 April 2002?</p> <ol style="list-style-type: none"> 1. Yes, started before 7 April 2002 2. No, started on or after 7 April 2002 3. Don't know, can't remember 	A11 A10 A11
A10	<p>[those who are not currently working, but who had a job which started on or after 7 April 2002] You say that you started some work on or after 7 April 2002, in which month did you actually start this work?</p> <p><i>Interviewer record the start month</i></p> <p><i>Or record don't know/can't remember</i></p>	A15

A11	<p>[those who are not currently working, but who had a job which started before 7 April 2002]</p> <p>When did you start doing this paid work? <i>Interviewer: Code one only</i></p> <p>Was it:</p> <ol style="list-style-type: none"> 1. Less than a year ago? 2. 1-2 years ago? 3 3-5 years ago? 4. 6-10 years ago? 5. 11-15 years ago? 6. more than 15 years ago? 7. Don't know 	A15
A12	<p>[those currently doing paid work]</p> <p>Did you start doing this paid work before 7 April 2002?</p> <ol style="list-style-type: none"> 1. Yes, started before 7 April 2002 2. No, started on or after 7 April 2002 3. Don't know, can't remember 	A14 A13 A14
A13	<p>[those in work, who started it on or after 7 April 2002]</p> <p>You say that you started some work on or after 7 April 2002, in which month did you actually start this work?</p> <p><i>Interviewer record the start month</i></p> <p><i>Or record don't know/can't remember</i></p>	A15
A14	<p>[those in work, who started it before 7 April 2002]</p> <p>When did you start doing this paid work? <i>(Interviewer: code one only)</i></p> <p>Was it:</p> <ol style="list-style-type: none"> 1. Less than a year ago? 2. 1-2 years ago? 3 3-5 years ago? 4. 6-10 years ago? 5. 11-15 years ago? 6. more than 15 years ago? 7. Don't know 	A15

A15	<p><i>INTERVIEWER: Question wordings for the remainder of section A differ slightly on some questions, depending on whether they are currently doing some paid work, (1@ QA7) or have done some in the past, (1@ QA8). For latter group use the past tense rather than the current tense.</i></p> <p><i>Also some of those currently working, but who started that job before 7 April 2002 (1 or 3 @ QA9) will not be asked some of these questions.</i></p> <p>[A15, A16 and A17 should be asked only of those who started work on or after 7 April 2002, ie those who responded 2 at QA9]. The others (who responded 1 or 3 at QA9) should go direct to A18].</p> <p>I'm now going to ask you some questions about the paid work that you (are doing/did most recently), how and why you started it, and what you actually do/did in it.</p> <p>So why did you decide to start doing this paid work?</p> <p><i>Interviewer: do not read out, but prompt if necessary. Code all that apply</i></p> <ol style="list-style-type: none"> 1. to increase your income 2. to keep yourself occupied and active 3. for enjoyment 4. to increase the amount of social contact you have 5. to increase your self-esteem 6. to feel more part of the community 7. to improve your illness or impairment 8. to gain respect from others 9. to increase your chances of returning to full-time employment 10. I thought it would be good for me 11. other reasons (<i>please specify</i>) 12. don't know/unable to respond 	A16
A16	<p>Before you started your (current job/last job) did anyone give you any advice, support or help in looking for and finding this paid work?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/can't remember 	A17 A18 A18

A17	<p>Who gave you this advice, support or help when finding this paid work?</p> <p><i>Interviewer: do not read out but prompt if necessary. Code all that apply.</i></p> <p><i>If they respond with a person's name, ask them whether they remember what their job title was, or who they worked for and code accordingly.</i></p> <ol style="list-style-type: none"> 1. Someone from the office that pays your benefit 2. Disability Employment Advisor 3. Social worker or support advisor 4. New Deal for Disabled People (NDDP) Job Broker Service 5 New Deal Personal Adviser 6 Friend or relative 7. GP/ doctor 9 Counsellor, psychiatrist etc. 10. Other (<i>please specify</i>) 	A18
A18	<p>I now want to talk to you about the type of paid work that you (are currently/were most recently) doing.</p> <p>In this paid work, what (do/did) you actually do?</p> <p><i>INTERVIEWER: OBTAIN JOB TITLE, AND PROBE, AS APPROPRIATE FOR TYPE OF JOB — MANAGERIAL PROFESSIONAL, TECHNICAL, CLERICAL, SALES, MANUAL, SKILLED, SEMI-SKILLED, UNSKILLED ETC.</i></p> <p><i>DO NOT READ OUT. CODE ONLY ONE OF THE FOLLOWING. IF UNCLEAR, RECORD ANSWER VERBATIM AT CODE 9</i></p> <ol style="list-style-type: none"> 1. Manager or Senior Official (eg. production manager, office manager, senior officer in the Police/ Fire Service) 2. Professional (eg. Engineer, management consultant, software professional) 3. Associate Professional and Technical (eg. nurse, journalist, police officer, sales rep) 4. Administrative and Secretarial (eg. accounts clerk, credit controller) 5. Skilled trades (eg. Bricklayer, plumber, chef) 6. Retail and customer services (eg. sales assistant, call centre operator) 7. Process, Plant or Machine Operator (eg. assembly line worker, bus/ lorry driver, scaffolder) 8. Elementary occupations (eg. labourer, catering assistant, bar staff, cleaner, security guard) <p>None of these (<i>please write in job title</i>).....</p>	A19

A19	<p>What does the firm/organisation you (work/worked) for mainly make or do?</p> <p>Interviewer: DO NOT READ OUT. CODE TO ONLY ONE OF THE FOLLOWING SIC CODES. PROMPT FROM THE LIST IF NECESSARY AND PROBE FULLY.</p> <ol style="list-style-type: none"> 1. Agriculture, hunting and forestry 2. Fishing 3. Mining and quarrying 4. Manufacturing 5. Electricity, gas and water supply 6. Construction 7. Wholesale and retail trade, including repairs 8. Hotels and restaurants 9. Transport, storage and communication 10. Financial intermediation 11. Real estate, renting and business activities 12. Public administration and defence; compulsory social security 13. Education 14. Health and social work 15. Other community, social and personal service activities 16. Private households with employed persons 17. Extra-territorial organisations and bodies 	A20
A20	<p>In this paid work that you (are currently/were most recently) doing, how many hours per week (do/did) you usually work?</p> <p>Record number of hours</p> <p>Don't know</p>	A21 A20a
A20a	<p><i>Ask if DK at A20. Others go to A21.</i></p> <p>Would you say that you (work/worked) ... READ OUT</p> <ol style="list-style-type: none"> 1. 0 to 4 hours 2. 5 to 10 hours 3. 11 to 15 hours 4. 16 hours or more 5. Don't know 	A21
A21	<p>(Do/did) you always work the same number of hours each week?</p> <ol style="list-style-type: none"> 1. Yes 2. No 	A22

A22	<p>(Do/did) you always work on the same days each week?</p> <p>1. Yes 2. No</p>	A23
A23	<p>How much per week (do/did) you earn from this work after tax, national insurance and other deductions (ie how much pay (do/did) you take home each week)?</p> <p>Record amount in £</p>	A24
A24	<p>[ask those currently doing paid work i.e. 1@ QA7] [for those who have already stopped doing paid work, i.e. 1@QA8, go to Q A27]</p> <p>Do you expect to have to stop doing this paid work at some stage?</p> <p>1. Yes 2. No 3 Don't know/not sure</p>	A25
A25	<p>Why do you think you may have to stop this paid work?</p> <p><i>Interviewer: do not read out, probe as necessary, and code all responses according to the following (code all that apply)</i></p> <p>1. Because it's only a temporary (or fixed-term, or casual) job 2. For reasons to do with the employer's attitudes towards the disability/impairment 3. For reasons to do with the disability/impairment (eg because it is making it difficult to do the job, or is expected to deteriorate) 4. For reasons to do with benefit rules, permitted work rules or similar 5. For other reasons (specify) 6. Don't know/not sure/unable to respond</p>	A26
A26	<p>When do you think you will have to stop doing this paid work?</p> <p>Record the number of months or the date when the work will finish</p> <p>Or record don't know</p>	A30

A27	<p>[ask those who have already stopped doing paid work, i.e. 1@QA8]</p> <p>Did you have to stop work for some reason?</p> <p>1. Yes 2. No 3 Don't know/not sure</p>	A28
A28	<p>Why did you have to stop the paid work?</p> <p><i>Interviewer: do not read out, probe as necessary, and code all responses according to the following (code all that apply)</i></p> <p>1. Because it's only a temporary (or fixed-term, or casual) job 2. For reasons to do with the employer's attitudes towards the disability/impairment 3. For reasons to do with the disability/impairment (eg because it is making it difficult to do the job, or is expected to deteriorate) 4. For reasons to do with benefit rules, permitted work rules or similar 5. For other reasons (specify) 6. Don't know/not sure</p>	A29
A29	<p>When did you stop doing this paid work</p> <p>Record the number of months or the date when the work did finish</p>	A30
A30	<p>(Are/were) you getting any support or help from professional support workers or groups whilst you (are/were) doing this paid work?</p> <p>1. Yes 2. No</p>	A31 A34
A31	<p>What kind of support (do/did) you receive?</p> <p><i>Interviewer: read out the list below and code all that apply</i></p> <p>1. You work in supported or sheltered employment 2. You visit a regular support group 3. Have a support worker to help you 4. Other (<i>please specify</i>)</p>	A32 A34 A33 A34

A32	<p>In this supported or sheltered employment, what kind of organisation (do/did) you work for?</p> <p><i>Interviewer: do not read out, prompt from list if necessary, code one only (or record name verbatim if not clear)</i></p> <ol style="list-style-type: none"> 1. Remploy factory 2. Supported/sheltered workshop 3. Interwork placement or supported/sheltered placement in an ordinary firm 4. Private supported employment agency 5. Supported in open employment 6. Some other kind of organisation (ask/probe what?) 7. Don't know 	A34
A33	<p>If you (have/had) a support worker to help you, who (does/did) he or she work for, or what (is/was) his or her job title?</p> <p><i>Interviewer: do not read out, prompt from list if necessary, code one only (or record name verbatim if not clear)</i></p> <ol style="list-style-type: none"> 1. Social worker 2. GP 3. Community Psychiatric Nurse 4. Disability organisation worker 5. Local authority worker 6. Hospital worker 7. Other (please specify) 8. Don't know 	A34
A34	<p>In your (current/most recent) paid work, has your employer made any changes to make it easier for you because of your disability or illness? These might be changes to the tasks you did, or changes to the place where you (work/worked), or changes to the hours of work, or the employer may have provided some special equipment or support.</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/can't remember 	A35 A36 A36

A35	<p>What changes did your employer make to your tasks or workplace?</p> <p><i>INTERVIEWER: do not read out, prompt from list if necessary, code each one that is mentioned, and probe for others</i></p> <ol style="list-style-type: none"> 1. Reduced hours 2. Different start and finish times 3. Different tasks 4. Special equipment that you use 5. Wheelchair or disability access 6. Improved lighting or anti-glare glass 7. Induction loops 8. Tactile signs (eg Braille) 9. Accessible toilet facilities 10 Other (<i>please specify</i>) 	A36
A36	<p>I am now going to read out a list of statements about how the (current/most recent) paid work you (are/were) doing might have affected you. For each statement, please say whether you agree strongly, agree, neither agree nor disagree, disagree or disagree strongly.</p> <p>INTERVIEWER: READ OUT ALL STATEMENTS</p> <ol style="list-style-type: none"> 1. I feel generally more confident when I am working 2. Being in work makes my illness/disability worse 3. Being in work gives me greater independence 4. I feel generally more tired when I am working 5. I prefer to work for my living rather than rely on benefits 6. I feel a greater sense of achievement and purpose when I am in work 7. I experience more prejudice when I am working 8. I have less time for a social life 9. I enjoy meeting people in the work environment 10. I feel more involved in society when I am working 11. Other (<i>please specify</i>) 	A37
A37	<p>(Are/were) there any other advantages or disadvantages that you have found from doing this paid work?</p> <p>Open ended + anything else prompts</p>	A38

A38	<p>[Those who are currently working, or who have recently worked, and whose job started on or after 7 April 2002 – ie those who answered 1 at QA7, or 2 at QA9.]</p> <p>Those who answered 1 or 3 at QA9 should be filtered straight to B1]</p> <p>I'm now going to ask some questions about the time before you started the paid work you (are doing at the moment/have done since 7.4.02).</p> <p>Before you started this period of paid work, had you ever done any paid work before?</p> <p>1. Yes 2. No 3. Don't know/can't remember</p>	<p>A40 A39 A39</p> <p>■■■■■■■■■■</p>
A39	<p>[If response is 2 or 3 @A38, ask]</p> <p>So, can I just check this period of paid work (is/was) your first job?</p> <p>1. Yes (first job) 2. No (worked before)</p>	<p>B1 ■■■■■■■■■■ B1</p>
A40	<p>Thinking back to the last time you worked, before your (current/most recent) period of paid work, how long ago did you stop work?</p> <p>READ OUT (code one only)</p> <p>Was it:</p> <p>1. Less than a year ago? 2. 1-2 years ago? 3 3-5 years ago? 4. 6-10 years ago? 5. 11-15 years ago? 6. More than 15 years ago? 7. Don't know</p>	<p>A41</p>

A41	<p>Thinking back to the last time you worked, before your (current/most recent) period of paid work what was the main reason you stopped working?</p> <p>Interviewer: <i>do not read out, prompt from list if necessary, open responses to be coded according to the list below (code one only)</i></p> <ol style="list-style-type: none"> 1. Redundancy/dismissal 2. Ill health or disability 3. Domestic and family reasons 4. Education and training 5. Detention 6. Other (<i>please specify</i>) 	B1
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Q. No	ASK ALL	Routing (go to)
B	Awareness and Information about Permitted Work Rules	
B1	<p>As you may know, since 7 April 2002 there are some new rules applying to people who work while they are receiving health and disability-related benefits. Had you heard about these new rules before this interview?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/not sure 	B3 B2 B2
B2	<p>You may have been sent a letter from the office that pays your benefit in April telling you about the changes to the rules? Do you remember receiving this letter?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/not sure 	B4 C1 C1

B3	<p>How did you hear about these new rules?</p> <p><i>Interviewer: do not read out, but prompt from the list if necessary, code response according to the list below. (code all that apply)</i></p> <ol style="list-style-type: none"> 1. I was sent a letter from the office that pays my benefit 2. I was told about them by someone working at the office that pays my benefit 3. I was told about them by someone from a disability organisation or support group 4. I was told about them by a friend/relative 5 I read about them in a newspaper, or heard about them on TV/radio 6. Other (<i>please specify</i>) 	B4
B4	<p>I'd like you to think back to when you first found out about these new rules applying to people who work while they are receiving benefits. How did you think these rules might affect you?</p> <p><i>Interviewer: do not read out list, code response according to the list below (code all that apply)</i></p> <ol style="list-style-type: none"> 1. I thought I might lose my benefits 2. I thought the office that pays my benefit was going to check up on me 3. I thought the office that pays my benefit was going to make me start doing some paid work 4. I thought the office that pays my benefit was going to make me stop doing some paid work 5. I thought I might be reported for being on benefit whilst working 6. It made me think about doing some paid work whilst still on benefit 7. It made me think about gradually returning to employment 8. I didn't think the new rules would affect me in any way 9. Other (<i>please specify</i>) 10. <i>Don't know/unable to respond</i> 	B5
B5	<p>After you heard about the new rules, did you speak to anyone about them?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know 	B6 B9 B9

B6	<p>Who did you speak to about these new rules? <i>Interviewer: Do not read out (code all that apply)</i></p> <ol style="list-style-type: none"> 1. I spoke to someone at the office that pays my benefit 2. I spoke to someone at a disability organisation/support group 3. I spoke to family and friends 4. Other (<i>please specify</i>) 	<p>B7 B9 B9 B9</p>
B7	<p>When you heard about the new rules, did you feel comfortable discussing them with staff at the office that pays your benefit?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know 	<p>B9 B8 B9</p>
B8	<p>If no, please state why</p> <p>Open response</p>	<p>B9</p>
B9	<p>Thinking about what the new rules actually say, can you remember whether they say anything about the following...</p> <p><i>Interviewer: read out the prompts from the list below and if respondent replies 'yes' to a prompt, follow the routing and then return to this list to complete it, if respondent replies 'no' or 'don't know' go to the next prompt</i></p> <p>Do the new rules say anything about.....</p> <ol style="list-style-type: none"> 1. the number of hours per week you can work? (Y/N/DK) 2. how much money you can earn per week? (Y/N/DK) 3. how many weeks the paid work can last? (Y/N/DK) 4. what type of work you can do? (Y/N/DK) 5. whether you need someone to approve the paid work you do? Y/N/DK) 6. anything else that applies to people who work and claim benefit? (Y/N/DK) (please specify what the rules say relating to anything else)..... 	<p>B10 B12 B14 B16 B17</p> <p>Rejoin @B18 (if TW) or B20 (if PWR)</p>

B10	<p>What do the new rules say about the number of hours per week you can work?</p> <p><i>Interviewer: do not read out, code one only response according to the list below.</i></p> <ol style="list-style-type: none"> 1. there is no limit on the number of hours you can work 2. there is a limit on the number of hours you can work but I cannot remember what it is 3. you cannot work for more than 16 hours a week 4. you cannot work for more than X hours a week (where X is some number other than 16) 5. the number of hours you can work depends on other factors 6. don't know 7. other (<i>please specify</i>) 	<p>B9.2 B9.2</p> <p>B9.2 B9.2</p> <p>B11 B9.2 B9.2</p>
B11	<p>Do you remember what other factors affect the number of hours you can work? (interviewer: modify wording as appropriate to be in line with respondent's specific wording in B10.5)</p> <p><i>Interviewer: do not read out, code all responses according to the list below.</i></p> <ol style="list-style-type: none"> 1. The amount of money you are earning a week 2. Whether there is a time limit on how long you can do the paid work 3. Whether you are being supported or supervised in your work 4. Other (<i>please specify</i>) 	<p>B9.2</p>
B12	<p>What do the new rules say about how much money you can earn per week?</p> <p><i>Interviewer: do not read out, code only one response according to the list below.</i></p> <ol style="list-style-type: none"> 1. There is no limit on the amount of money you can earn 2. There is a limit on the amount you can work per week but I cannot remember what it is 3. You cannot earn more than £20 a week 4. You cannot earn more than £67.50 a week 5. You cannot earn more than £X per week (where X is not £20 or £67.50) 6. The amount of money you can earn per week depends on other factors 7. Don't know 8. Other (<i>please specify</i>) 	<p>B9.3 B9.3</p> <p>B9.3 B9.3 B9.3</p> <p>B13</p> <p>B9.3 B9.3</p>

B13	<p>Do you remember what other factors affect the amount of money you can earn per week? (interviewer: modify wording as appropriate to be in line with respondent's specific wording in B12.6)</p> <p><i>Interviewer: do not read out, code all responses according to the list below.</i></p> <ol style="list-style-type: none"> 1. The number of hours you are working each week 2. Whether there is a time limit on how long you can do the paid work 3. Whether you are being supported or supervised in your work 4. Other (<i>please specify</i>) 	B9.3
B14	<p>What do the new rules say about how many weeks the paid work can last?</p> <p><i>Interviewer: do not read out, code only one response according to the list below.</i></p> <ol style="list-style-type: none"> 1. There is no limit on how long the paid work can last 2. There is a limit on the how long the paid work can last, but I cannot remember what it is 3. You cannot work for more than 26 weeks 4. You cannot work for more than 52 weeks 5. You cannot work for more than X (where X is some time period other than 26 or 52 weeks) 6. The length of time the paid work can last depends on other factors 7 Don't know 8. Other (<i>please specify</i>) 	<p>B9.4 B9.4 B9.4 B9.4 B9.4 B15 B9.4 B9.4</p>
B15	<p>Do you remember what other factors affect the length of time the paid work can last? (interviewer: modify wording as appropriate to be in line with respondent's specific wording in B14.6)</p> <p><i>Interviewer: do not read out, code all responses according to the list below.</i></p> <ol style="list-style-type: none"> 1. The number of hours you are working each week 2. The amount of money you are earning per week 3. Whether you are being supported or supervised on your work 4. Other (<i>please specify</i>) 	B9.4

B16	<p>What do the new rules say about what type of work you can do?</p> <p><i>Interviewer: do not read out, code only one response according to the list below.</i></p> <ol style="list-style-type: none"> 1. You have to do work that is therapeutic or is going to make your illness/disability better 2. You have to do work that is suitable for your illness/disability 3. You can do any type of work 4. Other (<i>please specify</i>) 5. Don't know 	B9.5
B17	<p>What do the new rules say about needing someone to approve or OK the paid work you do?</p> <p><i>Interviewer: do not read out, code only one response according to the list below.</i></p> <ol style="list-style-type: none"> 1. The work must be approved by your GP 2. The work must be approved by the office that pays my benefit 3. No-one needs to approve the work you do 4. Other (<i>please specify</i>) 	B9.6

Remaining Questions in section B are for Specific Groups based on information from the database

If respondents have done or are doing Therapeutic Work then go to B18
If respondents have done or are doing Permitted Work (PWHL or SPW) then go to B20
Others, go to C1

Q. No	ASK ALL THOSE DOING THERAPEUTIC WORK - IE WHO STARTED DOING SOME PAID WORK BEFORE APRIL 2002	Routing (go to)
B18	<p>We've talked about the paid work that you started in (insert from Q. A14 or A11). We've also talked about the new rules applying to people who work while they are receiving health or disability-related benefits, and how you heard about them. Now I would like to talk about how these new rules have influenced your feelings and plans about doing paid work.</p> <p>Thinking back to when you first heard about the new rules, did you do anything differently, or plan to do anything differently because of the new rules?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/can't remember 	B19 C1 C1

B19	<p>What did you do differently, or plan to do differently because of the new rules?</p> <p><i>Interviewer: do not read out, code all responses according to the list below.</i></p> <ol style="list-style-type: none"> 1. Reduce hours 2. Increase hours 3. Look for another job 4. Give up my job 5. Start work 6. Others (<i>please state</i>) 	B23
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Q. No	ASK ALL THOSE DOING PERMITTED WORK IE WHO STARTED PAID WORK SINCE APRIL 2002	Routing (go to)
	Influence of PWR	
B20	<p>We've talked about the paid work that you started in (insert from Q. A14 or A10). We've also talked about the new rules applying to people who work while they are receiving health or disability-related benefits, and how you heard about them. Now I would like to talk about how these new rules have influenced your feelings and plans about doing paid work.</p> <p>Thinking back to when you first heard about the new rules, did you do anything differently, or plan to do anything differently because of the new rules?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/can't remember 	B21 B22 B22
B21	<p>What did you do differently, or plan to do differently because of the new rules?</p> <p><i>Interviewer: do not read out, code all responses according to the list below.</i></p> <ol style="list-style-type: none"> 1. Try out some paid work whilst on benefit 2. Think about gradually returning to full-time employment 3. Find out how the office that pays my benefit could help me start doing some work 4. Others (<i>please state</i>) 	B22
B22	<p>Would you have started work in [insert date from A10 or A13] if the new rules had not been in place?</p> <p><i>Interviewer: Read out and code only one that applies</i></p> <ol style="list-style-type: none"> 1. Yes, definitely 2. Possibly 3. No 	B23

Q. No	ASK ALL THOSE DOING THERAPEUTIC WORK OR PERMITTED WORK	Routing (go to)
B23	<p>I'd like you to think about the paid work that you (have been/were) doing since (insert from A14 or A10). During the time you (have been/were) doing this paid work, (have/were) you ever had to stop work because of changes in your illness or impairment?</p> <p>1. Yes 2. No 3 Don't know/can't remember</p>	B24 C1 C1
B24	<p>In total, whilst doing this paid work since (insert from A14 or A10), how many days, weeks or months have you been unable to work for?</p> <p>Record number of days, weeks or months</p> <p>And prompt to make sure this is the total period of not working since the specified date, and not just one episode.</p> <p>Or record don't know/can't remember</p>	C1

Go to C1 if 1 @ A7 or 2 @ A3
Others go to D1

Q. No	ASK THOSE CURRENTLY DOING PAID WORK (THERAPEUTIC OR PERMITTED, OR WORKING LESS THAN 16 HOURS PER WEEK BUT NO LONGER ON BENEFIT)	Routing (go to)
C	The Future and Transitions to Full-time Work	
C1	<p>INTERVIEWER: only refer to new rules (text in brackets) if respondent was aware of them (1 @ B1 or B2)</p> <p>We've talked about the current paid work that you are doing (and the new rules applying to people who work while receiving benefit, and how these affected you). I'd now like to ask you some questions about your plans for the future, and how you feel about working in the future.</p> <p>Would you eventually like to increase the amount of paid work that you do each week?</p> <p><i>Read out and code only one</i></p> <ol style="list-style-type: none"> 1. Yes 2. Yes, but it depends on other things 3. No 4. I don't know 	C2 C2 C8 C8
C2	<p>How many hours of paid work would you like to do each week?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Up to 10 hours per week, in total 2. Up to 16 hours per week, in total 3. More than 16 hours per week, in total 4. Don't know 	C3 C3 C3 C3
C3	<p>How likely do you think you are to increase your paid working hours per week?</p> <p><i>Read out and code only one</i></p> <ol style="list-style-type: none"> 1. Very likely 2. Quite likely 3. Quite unlikely 4. Very unlikely 5. Don't know/unsure 	C4 C4 C7 C7 C7

C4	<p>When would you hope to start increasing the number of hours of paid work you do per week?</p> <p><i>Read out and code only one</i></p> <p>Would you hope to start.....</p> <ol style="list-style-type: none"> 1. In the next 6 months? 2. In 6-12 months time? 3. In 1 to 2 years time? 4. In more than 2 years time? 5. Don't know/not sure 	C5
C5	<p>You have already told me about the current paid work that you are doing. If you want to increase the hours of paid work that you do per week, do you think it will be possible to continue in your current job, and work longer hours in that; or will you need to get another job?</p> <p><i>Read out and code only one</i></p> <ol style="list-style-type: none"> 1. Yes, you can stay in current job 2. No, you will need to change job 3. Don't know 	C6
C6	<p>What are the main reasons for wanting to increase the number of hours of paid work that you do per week?</p> <p><i>Interviewer: do not read out, code all responses according to the list below, prompt for additional reasons or more specific reasons if a general response is given (eg "I just want to get back into work"), and note any others not listed</i></p> <ol style="list-style-type: none"> 1. To increase your income 2. To keep yourself occupied and active 3. For enjoyment 4. To increase the amount of social contact you have 5. To increase your self-esteem 6. To feel more part of the community 7. To improve your illness or impairment 8. To gain respect from others 9. Other reasons (<i>please specify</i>) 	C7
C7	<p>Is there anything that might stop you from increasing the number of hours of paid work per week, or make it difficult to do so?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know 	C8 C11 C11

C8	<p>What would stop you increasing the number of hours of paid work that you do per week or make it difficult?</p> <p><i>Interviewer: do not read out, code all responses according to the list below, prompt for additional reasons, and note any others not listed</i></p> <ol style="list-style-type: none"> 1. Your current ill health or impairment 2. Fears that full-time employment may make your health or impairment worse 3. A lack of confidence 4. A lack of local opportunities 5. Employers' attitudes to your ill health/impairment 6. An inability to find suitable work 7. Concerns that you will be worse off financially 8. For reasons to do with benefit rules, permitted work rules or similar 9. Other reasons (<i>please specify</i>) 	C11
C9	<p>You have said that you would not like to increase the number of hours of paid work that you do per week. So what would you like to do in the future...</p> <p><i>Interviewer: read out the list below and code only one that applies</i></p> <p>Would you like to...</p> <ol style="list-style-type: none"> 1. continue your current paid work, at the same number of hours per week, for as long as possible? 2. continue your paid work, at the same number of hours per week, for a limited period? 3. continue your paid work, but reduce the number of hours a week you work? 5. stop working altogether? 6. other (please specify)? 	C10
C10	<p>What are the reasons for you not wanting to increase the number of hours of paid work that you do per week?</p> <p><i>Interviewer: do not read out, code all responses according to the list below, prompt for additional reasons, and note any others not listed</i></p> <ol style="list-style-type: none"> 1. Your current ill health or impairment 2. Fears that full-time employment may make your health or impairment worse 3. A lack of confidence 4. A lack of local opportunities 5. Employers' attitudes to your ill health/impairment 6. An inability to find suitable work 7. Concerns that you will be worse off financially 8. For reasons to do with benefit rules, permitted work rules or similar 9. Other reasons (<i>please specify</i>) 	C11

C11	<p>Are you aware of any benefits, tax credits or other financial help that you can get if you start working more than 16 hours per week?</p> <p>1. Yes 2. No</p>	C12 C13
C12	<p>What are these benefits or financial help called?</p> <p><i>Interviewer: do not read out, code all responses according to the list below, prompt from the list if necessary, and note any others not listed</i></p> <p>1. Disabled Person's Tax Credit 2. Working Families Tax Credit 3. Others (please specify) 4. Don't know</p>	C13
C13	<p>And would you work more hours/earn more money if it did not affect your benefit?</p> <p><i>Only ask if 1 @ A1 (otherwise GO TO D1)</i></p> <p>1. Yes 2. No 3. Don't know</p>	D1

Q. No	ASK ALL	Routing (go to)
D	Support from the office that pays your benefit	
D1	<p><i>INTERVIEWER: Question wordings for section D differ slightly, depending on whether they are currently on benefit (1@ QA1) or have been on benefit in the past, (1@ QA4). For latter group use the past tense rather than the current tense.</i></p> <p>You mentioned earlier that you (are/were) receiving benefits. Since April 2002, have you spoken to anyone from the office that (pays/paid) your benefit?</p> <p>1. Yes 2. No 3. Don't know/can't remember</p>	D2 E1 E1
D2	<p>Thinking about the contacts you have had with the office since April 2002, what did you speak to the office about?</p> <p><i>Interviewer: do not read out but prompt if necessary, code all responses according to the list below. Probe fully. After a response, prompt: what else did you speak to someone about?</i></p> <p>1. A change in my circumstances 2. A better-off calculation 3. A Work-Focused interview 4. Starting permitted work 5. Non-receipt of benefits 6. Receiving the wrong benefit 7. Personal Capability Assessment 8. My illness/disability 9. Other (<i>please state</i>)</p>	D3
D3	<p>[only ask D3 to D8 to those who are aware of the new rules, i.e. 1 @ B1 or B2] [if not aware of new rules, i.e. 2 or 3 @ B1 or B2, go to D9]</p> <p>When you spoke to these people at the office, did any of them mention the new rules applying to people who work while they are receiving health or disability-related benefits?</p> <p>1. Yes 2. No 3. Don't know/can't remember</p>	D4 D7 D7
D4	<p>Do you remember who you spoke to about these new rules at the office that pays your benefit?</p> <p>1. Yes 2. No</p>	D5 D6

D5	<p>Who did you speak to about the new rules?</p> <p><i>Interviewer: do not read out, but prompt from the list if necessary, code all responses according to the list below. Probe fully. If they respond with a person's name, ask them <u>what</u> their job title was. After each response ask them who else they spoke to about the new rules.</i></p> <ol style="list-style-type: none"> 1. A personal adviser 2. A disability employment advisor 3. A receptionist 4. Don't know 	D6
D6	<p>(repeat this question for each person mentioned in D5) How helpful did you find it talking to (this person/these people) about the new rules?</p> <p><i>Interviewer: read out and code only one response according to the list below</i></p> <p>Would you say they were...?</p> <ol style="list-style-type: none"> 1. Very helpful 2. Quite helpful 3. Quite unhelpful 4. Very unhelpful 5. Don't know / can't say 	D7
D7	<p>Would you have liked any other help or advice from the office that pays your benefit about the new rules?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know / can't say 	D8 D9 D9
D8	<p>What kind of help and advice would you have liked?</p> <p><i>Open for pilot then close</i></p>	D9
D9	<p>Has anybody talked to you about whether you would be financially better off doing some paid work whilst receiving benefits, or whether you would be financially better off not working?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/can't remember 	D10 D12 D12

D10	<p>Who did you talk to about whether you would be better off doing some paid work or not?</p> <p><i>Interviewer: do not read out, but prompt from the list if necessary, code all responses according to the list below. Probe fully. If they respond with a person's name, ask them what their job title or relationship to the respondent was.</i></p> <ol style="list-style-type: none"> 1. Someone at the office that pays my benefit 2. A Disability Employment Advisor 3. A social worker 4. A support worker/advisor 5. A friend or relative 6. Someone from the Citizens Advice Bureau 7. Someone from a disability organisation 8. Other (<i>please specify</i>) 	D11
D11	<p>Did this help you to make your decision about whether or not to do some paid work?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know 	D13
D12	<p>Would you have liked some help to find out whether you would be financially better off doing some paid work whilst on benefit or not?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know/not sure 	D13
	<p>ASK ALL WHO HAVE BEEN OR ARE CURRENTLY DOING SOME PAID WORK (I.e. if 1 @ A7 OR 1 @ A8)</p> <p>OTHERS GO TO E1</p>	

D13	<p><i>INTERVIEWER: Question wordings for the remainder of section D differ slightly on some questions, depending on whether they are currently doing some paid work (1@ QA7) or have done some in the past (1@ QA8). For the latter use the past tense rather than the current tense.</i></p> <p>Did you need assistance in filling in forms and dealing with correspondence from the office that pays your benefit related to your (current/most recent) spell of paid work?</p> <p>1. Yes 2. No 3. Don't know/can't remember</p>	D14 D16 D16
D14	<p>Did you receive assistance in filling in forms and dealing with correspondence related to your current/most recent spell of paid work?</p> <p>1. Yes 2. No 3. Don't know/can't remember</p>	D15 D16 D16
D15	<p>Who helped you in filling in forms and dealing with correspondence related to your current/most recent spell of paid work?</p> <p><i>Interviewer: do not read out, but prompt from the list if necessary, code all responses according to the list below. Probe fully.. If they respond with a name, ask them what their job title or relationship to the respondent was.</i></p> <p>1. Someone at the office that pays my benefit 2. A disability Employment Advisor 3. A social worker 4. A support worker/advisor 5. A friend or relative 6. Someone from the Citizens Advice Bureau 7. Someone from a disability organisation 8. Other (<i>please specify</i>)</p>	D17
D16	<p>Would you have liked some help with filling in forms and dealing with correspondence related to your current/most recent spell of paid work?</p> <p>1. Yes 2. No 3. Don't know</p>	D17

D17	<p>Is there any other support or help that you would have liked when making the decision to start doing some work?</p> <p>1. Yes 2. No 3. Don't know</p>	D18 E1 E1
D18	<p>What additional support or help would you have liked?</p> <p><i>Interviewer: do not read out, code all responses according to the list below.</i></p> <p>1. More information about my options from the staff at the office that pays my benefit 2. Confidential advice from a telephone hotline 3. More help in finding suitable employment 4. Other (<i>please specify</i>)</p>	E1

Q. No	ASK ALL	Routing (go to)
	Personal characteristics section	
E1	<p>Finally, I would like to ask you a few questions about yourself. Again I would like to stress that all your answers will be confidential</p> <p>Gender</p> <p>(INTERVIEWER: ASK THIS ONLY IF IT REALLY ISN'T ALREADY CLEAR)</p> <p>1. Male 2. Female</p>	E2
E2	<p>Can I just ask your age?</p> <p>Record age in years</p>	E3
E3	<p>How old were you when you finished your continuous full-time education (at school, college or university)?</p> <p>1. Record age in years 2. Don't know</p>	E4

E4	<p>What qualifications do you have, starting with the highest qualifications? (DO NOT READ OUT, BUT PROMPT FROM LIST IF NECESSARY. CODE ALL THAT APPLY: PROBE FULLY AS NECESSARY eg, where number or level of qualification affects coding)</p> <ol style="list-style-type: none"> 1. Higher degree (eg Masters or Doctorate) NVQ or SVQ level 5 2. First (Bachelors) degree NVQ or SVQ level 4 3. Other degree level qualification including graduate membership of a professional institute or PGCE 4. Diploma in higher education 5. Teaching qualification (excluding PGCE) 6. Nursing or other medical qualification 7. Other higher education qualifications below degree level 8. 2 or more A levels Advanced GNVQ/GSVQ 3 or more SCE Highers 4 or more AS levels NVQ or SVQ level 3 9. One A level 1 or 2 Scottish Highers 2 or 3 AS-levels Intermediate GNVQ/GSVQ NVQ or SVQ level 2 10. 5 or more GCSE grades A* to C 5 or more O-levels 5 or more CSEs at grade 1 5 or more SCE Standard/Ordinary grades 1-3 11. One AS level Fewer than 5 GCSE grades A* to C Fewer than 5 O-levels Fewer than 5 CSEs at grade 1 Fewer than 5 SCE Standard/Ordinary grades 1-3 12. Certificate of Sixth Year Studies (CSYS) Scottish Certificate of Sixth Year Studies 13. HNC/HND Higher level of BTEC/BEC/TEC Higher level of SCOTEC/SCOTVEC/SCOTBEC 14. BTEC/BEC/TEC National Certificate SCOTBEC/SCOTEC/SCOTVEC National Certificate ONC/OND 15. BTEC/BEC/TEC First Diploma or General Diploma SCOTBEC/SCOTEC/SCOTVEC First Diploma or General 	E5
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	<p>Diploma</p> <p>16. BTEC/BEC/TEC First or General Certificate SCOTBEC/SCOTEC/SCOTVEC First or General Certificate, or modules towards a National Certificate</p> <p>17. City and Guilds Advanced Craft</p> <p>18. City and Guilds Craft</p> <p>19. Other City and Guilds Qualifications</p> <p>20. RSA Higher Diploma</p> <p>21. RSA Advanced Diploma or Advanced Certificate</p> <p>22. RSA Diploma</p> <p>23. Other RSA qualifications (including Stage I, II and III)</p> <p>24. Recognised Trade Apprenticeship (completed)</p> <p>25. YT Certificate</p> <p>26. Any other professional/vocational qualification/foreign qualifications</p> <p>Don't know</p>	
E5	<p>Thinking back to April 2002, what health problems, disabilities or impairments did you have? DO NOT READ OUT, BUT PROMPT FROM LIST IF NECESSARY. <i>Open response, back coded, code all responses that apply, prompt for anything else, probe fully.</i></p> <ol style="list-style-type: none"> 1. Problems or disabilities (including arthritis or rheumatism) connected with the arms or hands. 2. Problems or disabilities (including arthritis or rheumatism) connected with the legs or feet. 3. Problems or disabilities (including arthritis or rheumatism) connected with the back or neck. 4. Difficulty in seeing. 5. Difficulty in hearing. 6. A speech impediment. 7. Severe disfigurement, skin conditions, allergies. 8. Chest or breathing problems, asthma, bronchitis. 9. Heart, blood pressure or blood circulation problems. 10. Stomach, liver, kidney or digestive problems. 11. Diabetes. 12. Depression, bad nerves or anxiety. 13. Epilepsy. 14. Severe or specific learning difficulties (mental handicap). 15. Mental illness or suffer from phobia, panics or other nervous disorders. 16. Progressive illness not included elsewhere (e.g. cancer not included elsewhere, multiple sclerosis, symptomatic HIV, Parkinson's disease, muscular dystrophy). 17. Other health problems or disabilities (please specify). 	E6

	<p><i>Interviewer notes:</i></p> <p><i>Code 4 - if difficulties in seeing can be effectively compensated for by wearing spectacles or contact lenses, this would not be considered a disability and should not be coded.</i></p> <p><i>Code 5 - a hearing difficulty should be considered without the use of any hearing aid; the hearing difficulty is considered a disability, even if it is effectively compensated for by a hearing aid.</i></p> <p><i>Code 7 - severe disfigurement should exclude those arising from tattoos, body piercing but would included scars, birthmarks, limb or postural deformation or diseases of the skin.</i></p> <p><i>Code 8 - hay fever (seasonal allergic rhinitis) is explicitly excluded.</i></p> <p><i>Code 14 - includes dyslexia and dyscalcula.</i></p> <p><i>Code 15 - mental illness does not include the tendency to arson or to steal, the tendency to physical or sexual abuse of others, exhibitionism or voyeurism.</i></p> <p><i>Code 16 - progressive illness should be recorded if there is some effect on normal day-to-day activities, even if it is minor at the time of the interview. However, medical diagnosis alone is not sufficient.</i></p>	
E6	<p>[only ask those who give more than one response to E5]</p> <p>At that time (ie April 2002), which health problem or impairment affected your ability to do paid work the most?</p> <p><i>Code only one response. Use the code from E5 for the condition which has the most impact on ability to work</i></p>	E7
E7	<p>When did this health problem or impairment start?</p> <p>1. Record date</p>	E8
E8	<p>Do you still have this health problem or impairment?</p> <p>1. Yes 2. No</p>	E9
E9	<p>Which of the following best describes your living arrangements?</p> <p><i>Read out and code one</i></p> <p>1. Living alone 2. Living with your partner 3. Living with your parents 4. Living with other relatives 5. Living with non-relatives/friends 6. Living in residential care 7. Other 8. Refused to say</p>	E10
E10	<p>Do you have any dependent children (under 16, or 16-18 and in full-time education) for whom you are legally or financially</p>	

	responsible, living with you as part of your family unit? 1. yes 2. no	E11 E12
E11	How many dependent children do you have? Record number	E12
E12	To which of the following groups do you consider you belong? Read out and record one response only 1. Black African 2. Black Caribbean 3. Black other 4. Pakistani 5. Indian 6. Chinese 7. Other Asian 8. Mixed ethnic origin 9. Bangladeshi 10. White British 11. White Irish 12. Other (Please specify) 13. Don't know 14. Refused to say	E13
E13	As part of this research, we hope to contact people again to see how they are getting on. Would you be happy for us to contact you again in the future? 1. Yes 2. No	E14
E14	Should we contact you or someone else, such as a carer or parent? Record details	E15
E15	Can I just check that we have your correct name, address, postcode and telephone details, or those for your carer/parent? Confirm details and amend as necessary	
	<i>Thank you for your time and help. Your answers will be very useful to the research. Once again, can I reassure you that the survey is confidential, and no information about you will be passed to the government or anyone else.</i>	

MORI/J21590

Questionnaire No:

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Serial No

1-5

OUO (6-9)

CARD 1

10

APPENDIX TWO: WAVE TWO TELEPHONE QUESTIONNAIRE

3 March 2004

Gender

Male	1	
Female	2	()

Occupation of Chief Income Earner

Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

REMEMBER TO PROBE FULLY AND
CODE FROM ABOVE

Class

A	1	
B	2	
C1	3	
C2	4	
D	5	
E	6	()

Respondent is:

Chief Income Earner	1	
Not Chief Income Earner	2	()

Interviewer Declaration

I confirm that I have carried out this interview face to face with the named person of the address attached and that I asked all the relevant questions fully and recorded the answers in conformance with the survey specification and within the MRS Code of Conduct and the Data Protection Act 1998.

Signature:

Interviewer Name (CAPS):

Interviewer Number:

/
() () () () () ()

Day of Interview 1 2 3 4 5 6 7 ()

Date of / /04 ()

Length of (minutes) ()

INTERVIEWER RECORD END TIME AFTER DEMOGRAPHICS

Hours		Mins	

INTERVIEWER RECORD START TIME

Hours		Mins	

INTRODUCTION/CONFIDENTIALITY

Good morning/afternoon/evening. May I speak to [NAMED CONTACT OR CARER NAME]. You may remember being interviewed by telephone last year as part of a survey we were conducting for the Department for Work and Pensions. The aim of the survey was to find out what people think about that arrangements that are in place to allow those who receive health or disability-related benefits to do some paid work at the same time as they receive benefits. We are now doing another survey to find out what people are doing now and to see how they got on with the new arrangements over the last year. Would you be willing to spare up to 20 minutes to take part in this research?

INTERVIEWER NOTE: PEOPLE DO NOT HAVE TO BE DOING ANY WORK AT THE PRESENT TIME. SOME RESPONDENTS MAY HAVE DONE NO WORK SINCE THEY WERE LAST INTERVIEWED. SOME MAY SAY THEY DON'T KNOW ANYTHING ABOUT THE NEW ARRANGEMENTS. ALL RESPONDENTS SHOULD STILL BE ENCOURAGED TO TAKE PART.

IF NECESSARY: All the information you give us is completely confidential and will not be passed on the DWP or any other third party. The DWP will not know who has taken part and your participation in this survey will in no way affect any benefits you or your family are currently receiving or may receive in the future.

IF RESPONDENT WISHES TO BE INTERVIEWED FACE TO FACE OR WOULD LIKE A CARER TO RESPOND ON THEIR BEHALF (A PROXY INTERVIEW): **We will be arranging these interviews in the next few weeks and will call you back soon to arrange it.** PLEASE NOTE: WE ARE ONLY ARRANGING THESE INTERVIEWS FOR RESPONDENTS CONTACTED BEFORE 19 MARCH 2004.

SECTION A – BENEFITS AND CURRENT ACTIVITY

ASK ALL

QA1 **Can I just check, are you receiving any social security benefits or tax credits at the moment?**
 SINGLE CODE ONLY

Yes	1	ASK A2
No	2	GO TO A3
Don't know	3	

()

ASK IF YES (CODE 1) AT QA1. OTHERS GO TO A3
 QA2 **Can you tell me the name of the benefit(s) or tax credits you are receiving at the present time?**

MULTICODE OK

INTERVIEWER: CODE RESPONSE ACCORDING TO THE LIST BELOW. PROMPT FOR ANY OTHER BENEFITS THEY RECEIVE. IF THEY ARE NOT SURE WHICH BENEFIT THEY RECEIVE, PROMPT THEM BY READING OUT THE LIST. CODE ALL THAT APPLY

	()	
Incapacity Benefit	1	
Income Support	2	
Housing Benefit	3	
Council Tax Benefit	4	
Severe Disability Allowance	5	
Disability Living Allowance	6	
Attendance Allowance	7	
Industrial Injuries Disablement Benefit	8	GO TO A6
Disabled Person's Tax Credit	9	
Invalid Care Allowance	0	
Disability Working Allowance	X	
War Disablement Pension	Y	
	()	
Job Seekers Allowance	1	
Bereavement Allowance	2	
Child Benefit	3	
Working Families Tax Credit	4	
Don't know	5	
Others (PLEASE WRITE IN & CODE '6')	6	()

ASK IF NO OR DON'T KNOW (CODE 2 OR 3) AT QA1
 QA3 **Have you ever received any social security benefits or tax credits?**
SINGLE CODE ONLY

Yes	1	ASK QA4
No	2	GO TO QA6
Don't know	3	()

ASK IF YES (CODE 1) AT QA3. OTHERS GO TO QA6
 QA4 **When did you last receive any social security benefits or tax credits?**
WRITE IN LEADING ZEROS FOR MONTH (E.G. MARCH = 03)
CATI SCRIPTWRITER: EXTEND MAXIMUM TO 2 YEARS AGO

Year	□□□□	
Month	□□	ASK QA5
Don't know/can't remember	1	()

QA5 **And what was the name of the benefit(s) or tax credits that you were receiving up to that time?** INTERVIEWER: CODE RESPONSE ACCORDING TO THE LIST BELOW. PROMPT FOR ANY OTHER BENEFITS THEY RECEIVE. IF THEY ARE NOT SURE WHICH BENEFIT THEY RECEIVE, PROMPT THEM BY READING OUT THE LIST. MULTICODE OK

()

Incapacity Benefit	1	
Income Support	2	
Housing Benefit	3	
Council Tax Benefit	4	
Severe Disability Allowance	5	
Disability Living Allowance	6	
Attendance Allowance	7	
Industrial Injuries Disablement Benefit	8	
Disabled Person's Tax Credit	9	ASK QA6
Invalid Care Allowance	0	
Disability Working Allowance	X	
War Disablement Pension	Y	
	()	
Job Seekers Allowance	1	
Bereavement Allowance	2	
Child Benefit	3	
Working Families Tax Credit	4	
Don't know	5	
Others (PLEASE WRITE IN & CODE '6')	6	

()

ASK ALL

QA6 **What are you doing at the moment? Are you...?** READ OUT. MULTICODE
OK

()

Working in a paid job or business as an employee	1
Working in a paid job or business on a self-employed basis	2
On a government employment or training scheme	3
Unemployed and actively seeking work	4
Doing unpaid work for yourself or a relative	5
Doing unpaid work for someone other than a relative or yourself	6
A full-time student or pupil	7
Looking after the family or home	8
Not working because of sickness or disability	9
Retired	0
Other (PLEASE WRITE IN & CODE 'X')	X

GO TO INSTRUCTIONS
AT QA7

()

ASK IF NOT WORKING/SELF-EMPLOYED (NOT CODE 1 OR 2) AT QA6 AND MORE THAN ONE ACTIVITY MENTIONED AT QA6. OTHERS CODE QA6A ON THE BASIS OF RESPONSE AT QA6, AS FOLLOWS:

IF WORKING/SELF-EMPLOYED (CODE 1 OR 2) AT QA6, PLEASE COPY CODE AT QA6 INTO QA6A. DO NOT ASK QA6A.

IF NOT WORKING/SELF-EMPLOYED (NOT CODE 1 OR 2) AT QA6 AND ONLY ONE ACTIVITY AT QA6, PLEASE COPY CODE AT QA6 INTO QA6A. DO NOT ASK QA6A.

IF NOT WORKING/SELF-EMPLOYED (NOT CODE 1 OR 2) AT QA6 AND MORE THAN ONE ACTIVITY AT QA6, PLEASE ASK QA6A.

Q6A And which of these is your main activity (i.e. that you spend most of your time doing)? READ OUT. SINGLE CODE ONLY

Working in a paid job or business as an employee	1
Working in a paid job or business on a self-employed basis	2
On a government employment or training scheme	3
Unemployed and actively seeking work	4
Doing unpaid work for yourself or a relative	5
Doing unpaid work for someone other than a relative or yourself	6
A full-time student or pupil	7
Looking after the family or home	8
Not working because of sickness or disability	9
Retired	0
Other (PLEASE WRITE IN & CODE 'X')	X

()

ASK ALL

QA7 And were you [RESPONSE AT QA6A] when we last talked to you at the beginning of last year?

SINGLE CODE ONLY

Yes	1	GO TO ROUTING AT QA9
No	2	ASK QA8

Don't know/Can't remember	3	GO TO QA13 IF CURRENTLY DOING PAID WORK (CODES 1 OR 2) AT QA6 GO TO QA37 IF NOT DOING PAID WORK (CODES 3-X) AT QA6	()
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ASK IF NO (CODE 2) AT QA7. OTHERS GO TO ROUTING AT QA9

QA8 **What were you doing when we last talked to you at the beginning of last year? MULTICODE OK DO NOT READ OUT**

	()	
Working in a paid job or business as an employee	1	
Working in a paid job or business on a self-employed basis	2	
On a government employment or training scheme	3	
Unemployed and actively seeking work	4	GO TO INSTRUCTIONS AT QA8A
Doing unpaid work for yourself or a relative	5	
Doing unpaid work for someone other than a relative or yourself	6	
A full-time student or pupil	7	
Looking after the family or home	8	
Not working because of sickness or disability	9	
None of these (PLEASE WRITE IN & CODE '0')	0	
Can't remember	X	()

ASK IF NOT WORKING/SELF-EMPLOYED (NOT CODE 1 OR 2) AT QA8 AND MORE THAN ONE ACTIVITY MENTIONED AT QA8. OTHERS CODE QA8A ON THE BASIS OF RESPONSE AT QA8, AS FOLLOWS:

IF WORKING/SELF-EMPLOYED (CODE 1 OR 2) AT QA8, PLEASE COPY CODE AT QA8 INTO QA8A. DO NOT ASK QA8A.

IF NOT WORKING/SELF-EMPLOYED (NOT CODE 1 OR 2) AT QA8 AND ONLY ONE ACTIVITY AT QA8, PLEASE COPY CODE AT QA8 INTO QA8A. DO NOT ASK QA8A.

IF NOT WORKING/SELF-EMPLOYED (NOT CODE 1 OR 2) AT QA8 AND MORE THAN ONE ACTIVITY AT QA8, PLEASE ASK QA8A.

Q8A **And what was your main activity (ie that you spend most of your time doing)? DO NOT READ OUT. PROMPT WITH MENTIONS AT QA8 IF NECESSARY. SINGLE CODE ONLY**

Working in a paid job or business as an employee	1	GO TO QA34
Working in a paid job or business on a self-employed basis	2	
On a government employment or training scheme	3	
Unemployed and actively seeking work	4	IF CODE 1 OR 2 AT QA6 GO TO QA11
Doing unpaid work for yourself or a relative	5	
Doing unpaid work for someone other than a relative or yourself	6	IF <u>NOT</u> CODE 1 OR 2 AT QA6 GO TO QA37
A full-time student or pupil	7	
Looking after the family or home	8	
Not working because of sickness or disability	9	
Retired	0	
Other (PLEASE WRITE IN & CODE 'X')	X	

()

IMPORTANT INSTRUCTION: IF SAME ACTIVITY CODED AT QA8A AS AT QA6A GO BACK AND RECODE QA7 = 1.

ASK IF YES (CODE 1) AT QA7 AND CURRENTLY DOING PAID WORK (CODE 1) AT QA6. OTHERS GO TO ROUTING AT QA11.

QA9 **And are you working for the same employer as you were when we last talked to you in January 2003. SINGLE CODE ONLY.**

Yes	1	GO TO QA13
No	2	ASK QA10
Don't know	3	GO TO QA13

()

ASK IF NO (CODE 2) AT QA9. OTHERS GO TO ROUTING AT QA13.
QA10 **Why have you changed your employer since we last talked to you at the beginning of last year?**

INTERVIEWER: DO NOT READ OUT, PROBE FULLY FOR OTHER REASONS. MULTICODE OK.

	()	
New employer offered me more money	1	
Couldn't work enough hours for old employer/New employer offered me more hours work each week	2	
Previous employment ended and I had to find a new job	3	
Wanted a change	4	
I moved area/employer moved away	5	GO TO QA13
Previous job was making illness/disability worse	6	
New employer offered me more flexibility	7	
New employer offered me more support	8	
Old employer did not offer/provide enough support	9	
Old employer did not offer/provide enough flexibility	0	
To fit in with benefit rules	X	
Other (PLEASE WRITE IN & CODE 'Y')	Y	

QA1
1.

ASK IF CURRENTLY DOING PAID WORK OR SELF-EMPLOYED (CODES 1 OR 2) AT QA6 AND NOT WORKING PREVIOUSLY (CODE 2 AT QA7). OTHERS GO TO ROUTING AT QA13.
When did you start your current job or period of self-employment?

Year	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	ASK QA12
Month	<input type="checkbox"/> <input type="checkbox"/>	
Don't know/can't remember	1	()

Why did you decide to start doing this paid work?

QA1

2. **INTERVIEWER: DO NOT READ OUT, BUT PROMPT IF NECESSARY.
MULTICODE OK.**

	()
To increase your income	1
To keep yourself occupied and active	2
For enjoyment	3
To increase the amount of social contact you have	4
To increase your self-esteem	5
To feel more part of the community	6
To improve your illness or impairment	7
To gain respect from others	8
To increase your chances of returning to full-time employment	9
I thought it would be good for me	0
Other reasons (PLEASE WRITE IN & CODE 'X')	X
Don't know/Unable to respond	Y

()

QA1 ASK IF CURRENTLY WORKING/SELF-EMPLOYED (CODE 1 OR 2) AT
 3. QA6. OTHERS GO TO ROUTING AT QA34.

What do you actually do in your current job?

INTERVIEWER: OBTAIN JOB TITLE, AND PROBE FULLY FOR TYPE OF
 JOB — MANAGERIAL PROFESSIONAL, TECHNICAL, CLERICAL, SALES,
 MANUAL, SKILLED, SEMI-SKILLED, UNSKILLED ETC.

DO NOT READ OUT. SINGLE CODE ONLY.
 IF UNCLEAR, RECORD ANSWER VERBATIM
 AT CODE 9

()

Manager or Senior Official (eg. production manager, office manager, senior officer in the Police/ Fire Service)	1	
Professional (eg. Engineer, management consultant, software professional)	2	
Associate Professional and Technical (eg. nurse, journalist, police officer, sales rep)	3	
Administrative and Secretarial (eg. accounts clerk, credit controller)	4	ASK QA14
Skilled trades (eg. Brick layer, plumber, chef)	5	
Retail and customer services (eg. sales assistant, call centre operator)	6	
Process, Plant or Machine Operator (eg. assembly line worker, bus/ lorry driver, scaffolder)	7	
Elementary occupations (eg. labourer, catering assistant, bar staff, cleaner, security guard)	8	
Other (WRITE IN AND CODE '9')	9	
None of these	0	

What does the firm/organisation you work for mainly make or do?

QA1

4. INTERVIEWER: DO NOT READ OUT.. PROMPT FROM THE LIST IF NECESSARY AND PROBE FULLY. SINGLE CODE ONLY.

()

Agriculture, hunting and forestry	1	
Fishing	2	
Mining and quarrying	3	
Manufacturing	4	
Electricity, gas and water supply	5	
Construction	6	ASK QA15
Wholesale and retail trade, including repairs	7	
Hotels and restaurants	8	
Transport, storage and communication	9	
Financial intermediation	0	
Real estate, renting and business activities	X	
Public administration and defence; compulsory social security	Y	
	()	
Education	1	
Health and social work	2	
Other community, social and personal service activities	3	
Private households with employed persons	4	
Extra-territorial organisations and bodies	5	

()

How many hours per week do you usually work in your main job/business (please exclude meal breaks)?

QA1

5. **WRITE IN LEADING ZEROS (E.G. 8 HOURS = 08)**

Number of hours	<input type="text"/>
Don't know/not sure	1

()

QA1

6.

ASK IF WORKING (CODES 1 OR 2) AT QA6 AND IN SAME JOB (CODE 1) AT QA7. OTHERS GO TO ROUTING AT Q24A

And is this the same number of hours that you were working when we last talked to you in January 2003?

SINGLE CODE ONLY

Yes, exactly the same number of hours	1	GO TO Q24A
No, I have increased my hours	2	ASK QA17
No, I have decreased my hours	3	
Can't remember	4	GO TO QA24A

()

QA17 7. ASK IF CHANGED HOURS (CODE 2 OR 3) AT QA16. OTHERS GO TO ROUTING AT QA24A.
And so how many hours did you usually work each week when we last talked to you at the beginning of last year?
 WRITE IN LEADING ZEROS (E.G. 8 HOURS = 08)

Number of hours	<input type="text"/>
Don't know/can't remember	1

()

QA17 a. LOGIC CHECK
So you have increased (CODE 2 AT QA16) / decreased (CODE 3 AT QA16) your hours from (INSERT ANSWER AT QA17) to (INSERT ANSWER QA15). Is that correct? SINGLE CODE ONLY
 ()

Yes	1	ASK QA18 IF CODE 2 AT QA16 OR QA21 IF CODE 3 AT QA16
No	2	ASK QA15/QA16/QA17 AGAIN

()

QA18. **ASK IF INCREASED HOURS (CODE 2) AT QA16. OTHERS GO TO ROUTING AT QA21**

What were the main reasons for increasing the number of hours of paid work that you do per week?

INTERVIEWER: DO NOT READ OUT. PROBE FULLY FOR MORE SPECIFIC REASONS IF A GENERAL RESPONSE IS GIVEN (EG "I JUST WANTED TO GET BACK INTO WORK"). PROBE FULLY FOR OTHER REASONS NOT ON LIST. MULTICODE OK.

()

To increase my income	1	
To keep occupied and active	2	
For enjoyment	3	
To increase the amount of social contact I have	4	ASK QA19

To increase self-esteem	5
To feel more part of the community	6
Illness or impairment improved	7
To gain respect from others	8
To increase chances of return/to return to full-time employment	9
My employer asked me/offered me more hours	0
Other reasons (PLEASE WRITE IN & CODE 'X')	X

()

QA19. At that time, did you have any concerns about increasing the number of hours that you work each week? SINGLE CODE ONLY

()

Yes	1	ASK QA20
No	2	GO TO QA24A
Don't know/not sure	3	

()

QA20. **ASK IF YES (CODE 1) AT QA19. OTHERS GO TO ROUTING AT QA24A.**
What were you concerned about?

INTERVIEWER: DO NOT READ OUT. PROBE FULLY FOR OTHER CONCERNS. MULTICODE OK 1-6.

()

Fears that full-time employment may make your health or impairment worse	1	GO TO QA24
A lack of confidence	2	
Employers' attitudes to your ill health/impairment	3	
Concerns that you would be worse off financially	4	GO TO QA22
For reasons to do with benefit rules, permitted work rules or similar	5	GO TO QA23
Other reasons (PLEASE WRITE IN & CODE '6')	6	GO TO QA24A
Don't know/can't remember	7	

QA21. ASK IF DECREASED WORKING HOURS (CODE 3) AT QA16. OTHERS GO TO ROUTING AT Q24A.

What were the main reasons for decreasing the number of hours of paid work that you did per week?

INTERVIEWER: DO NOT READ OUT. PROBE FULLY FOR OTHER REASONS NOT ON LIST. MULTICODE OK 1-8.

	()	
Ill-health or impairment became worse	1	
Feared that full-time employment may make health or impairment worse	2	GO TO QA24A
A lack of confidence	3	
Employers' attitudes to your ill health/impairment	4	
Concerned that I would be worse off financially	5	GO TO QA22
For reasons to do with benefit rules, permitted work rules or similar	6	GO TO QA23
Employer reduced hours	7	
Other reasons (PLEASE WRITE IN & CODE '8')	8	GO TO QA24A
Don't know/can't remember	9	

QA2 2. ASK IF CONCERNED ABOUT FINANCES (CODE 4 AT QA20 OR CODE 5 AT QA21). OTHERS GO TO ROUTING AT QA23. ()

Can you say more about your concerns that you would be worse off financially? What were your concerns? PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1') 1

None/no answer X

Don't know Y (-)

QA2 ASK IF CONCERNED ABOUT RULES (CODE 5 AT QA20 OR CODE 6 AT QA21). OTHERS GO TO ROUTING AT QA24 ()
 3. **Can you say more about your concerns about benefit rules, permitted work rules or similar? What were your concerns?**
 PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1) 1

None/no answer X

Don't know Y (-)

QA24. ASK IF CODE 1-5 AT QA20. OTHERS GO TO ROUTING AT QA24A

And thinking back now to your concerns or worries about INSERT EACH CONCERN MENTIONED AT QA20 ...
Do you think you were right to be worried about this? Have you found that ...

READ OUT EACH OF a) TO e) ACCORDING TO MENTIONS AT QA20. SINGLE CODE EACH a) TO e).

	Yes	NO	DON'T KNOW
	()	()	()
IF CODE 1 AT QA20:			
a) Increasing your hours has made your health or impairment worse	1	1	1
IF CODE 2 AT QA20:			
b) Your lack of confidence has affected your ability to increase your hours	2	2	2
IF CODE 3 AT QA20			
c) Your employer's attitudes to your ill health/impairment has affected your ability to increase your hours	3	3	3
IF CODE 4 AT QA20			
d) Increasing your hours has	4	4	4

	left you worse off financially				
	IF CODE 5 AT QA20				
e)	Benefit rules, permitted work rules or similar has affected your ability to increase your hours	5	5	5	()

QA24 ASK IF CURRENTLY IN PAID WORK/SELF-EMPLOYED (CODE 1 OR 2)
 AT QA6. OTHERS GO TO ROUTING AT Q34
 B. **Do you usually work on the same days each week?**
SINGLE CODE ONLY

	Yes	1	GO TO Q25	
	No	2	ASK Q24B	()

QA24 ASK ALL NOT WORKING ON THE SAME DAYS EACH WEEK (CODE 2)
 AT QA24A. OTHERS GO TO ROUTING AT Q25
 B **Why do you not usually work the same days each week?**

INTERVIEWER: DO NOT READ OUT. PROBE FULLY FOR OTHER REASONS. MULTICODE OK.

	Because of my disability/health problem	1	
	Because my employer wants me to work different days each week	2	()
	To allow me to attend appointments, medicals etc.	3	
	Other (PLEASE WRITE IN & CODE '4')	4	

QA25. ASK IF CURRENTLY IN PAID WORK /SELF-EMPLOYED (CODE 1 OR 2) AT QA6. OTHERS GO TO ROUTING AT QA34

How much per week do you earn from this work after tax, national insurance and other deductions (ie how much pay do you take home each week)?

Record amount in £	<input type="checkbox"/>	ASK QA26	
Don't know/can't remember	1		()

QA26. Are you currently getting any support or help from professional support workers or groups whilst you are working or to help you in work (this support may be provided out of/away from the workplace)?

INTERVIEWER NOTE: Support workers/groups help disabled people who are in supported employment. They can offer advice, guidance and training. Supported work involves guidance and coaching etc to disabled employees and their employers, and is provided by a local authority or specialist agency (e.g. Remploy).

Yes	1	ASK QA27	
No	2	GO TO QA32	()

QA27. **ASK IF SUPPORT RECEIVED (CODE 1) AT QA26. OTHERS GO TO QA32**

What kind of support do you receive?

INTERVIEWER: READ OUT a) TO c). PROBE FULLY FOR OTHER SUPPORT. MULTICODE OK

a)	You work in supported or sheltered employment	1	ASK QA28	
b)	You visit a regular support group	2	GO TO ROUTING AT QA29	
c)	Have a support worker to help you	3		
	Other (PLEASE WRITE IN & CODE '4')	4		()

QA28. ASK IF WORKING IN SUPPORTED EMPLOYMENT (CODE 1) AT QA27. OTHERS GO TO ROUTING AT QA29
 In this supported or sheltered employment, what kind of organisation do you work for?

INTERVIEWER: DO NOT READ OUT, PROMPT FROM LIST IF NECESSARY. PROBE FULLY FOR OTHER ORGANISATIONS. SINGLE CODE ONLY.

Remploy factory	1
Supported/sheltered workshop	2
Interwork placement or supported/sheltered placement in an ordinary firm	3
Private supported employment agency	4
Supported in open employment [SARA – CLARIFY/ALTERNATIVE DESCRIPTION]	5
	6
Don't know	7

()

QA29. ASK IF HAVE SUPPORT WORKER (CODE 3) AT QA27. OTHERS GO TO ROUTING AT QA30.

Who does your support worker work for, or what is his or her job title?

INTERVIEWER: DO NOT READ OUT, PROMPT FROM LIST IF NECESSARY. PROBE FULLY FOR OTHER RESPONSES. SINGLE CODE ONLY.

Social worker	1
GP	2
Community Psychiatric Nurse	3
Disability organisation worker	4
Local authority worker	5
Hospital worker	6
Other (PLEASE WRITE IN & CODE '7')	7
Don't know	8

()

QA30. ASK IF CURRENTLY GETTING SUPPORT (CODE 1) AT QA26 AND PREVIOUSLY WORKING (CODE 1) AT QA7. OTHERS GO TO ROUTING AT QA32.

Were you getting any support or help from professional support workers or groups when we last talked to you at the beginning of last year?

SINGLE CODE ONLY

Yes	1	GO TO QA32	
No	2	ASK QA31	()

QA31. ASK IF CURRENTLY BUT NOT PREVIOUSLY GETTING SUPPORT (CODE 1 AT QA26 AND CODE 2 AT QA30)

What are the main reasons why you are now receiving help from professional support workers or groups? DO NOT READ OUT. MULTICODE OK

My illness/disability became worse	1		
I needed more help to manage in employment	2		
I was advised to get support by someone at the Jobcentre	3		
I was advised to get support by someone from another organisation	4		
I asked for some support from someone at the Jobcentre	5		
I asked for some support from someone from another organisation	6		
My employer organised it for me	7		
Other (PLEASE WRITE IN & CODE '8')	8		()

QA32. ASK IF CURRENTLY IN PAID WORK/SELF-EMPLOYED (CODE 1 OR 2) AT QA6.

And is your current job...? READ OUT SINGLE CODE ONLY

Permanent	1	GO TO ROUTING AT QA34	
Not permanent in some	2	ASK QA33	()

QA33. ASK IF YES AT QA32. OTHERS GO TO ROUTING AT QA34
If not permanent, can you tell me the reason why. Is it: READ OUT a) TO d). PROBE FULLY FOR OTHER REASONS. MULTICODE OK.

a)	Seasonal work	1
b)	Done under contract for a fixed period, fixed task	2
c)	Agency temping	3
d)	Casual type of work	4
	Some other reason for not being permanent (WRITE IN AND CODE '5'))	5

()

QA34. **ASK IF NOT CURRENTLY DOING PAID WORK (NOT CODE 1 OR 2) AT QA6 BUT DOING PAID WORK IN PAST (CODE 1 OR 2) AT QA8. OTHERS GO TO ROUTING AT QA37.**

So, you were working in a paid job when we last talked to you at the beginning of last year but you are no longer doing so. Can you tell me why you stopped this paid work?

INTERVIEWER: DO NOT READ OUT, PROBE FULLY. MULTICODE OK 1 – 6.

Because it was only a temporary (or fixed-term, or casual job)	1	
For reasons to do with the employer's attitudes towards my disability/impairment	2	
For reasons to do with my disability/impairment (eg because it was making it difficult to do the job, or was expected to deteriorate)	3	GO TO QA36
For reasons to do with benefit rules, permitted work rules or similar	4	ASK QA35
Retired	5	
For other reasons (PLEASE WRITE IN & CODE '6')	6	GO TO QA36

Don't know/not sure	7

()

QA35 ASK IF STOPPED BECAUSE OF BENEFIT/PERMITTED WORK RULES (CODE 4 AT QA34). OTHERS GO TO ROUTING AT QA36. ()

You have said that you stopped paid work because of benefit rules, permitted work rules or similar. Can you tell me a bit more about this?

INTERVIEWER: PROMPT RESPONDENT TO SAY WHY BENEFIT RULES/PERMITTED WORK RULES MEANT THEY HAD TO STOP PAID WORK. DID ANYONE INFLUENCE THEIR DECISION TO STOP WORK? WHO AND HOW?

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1) 1

None/no answer	X
Don't know	Y

(-)

QA36. ASK IF NOT CURRENTLY DOING PAID WORK/SELF EMPLOYED (NOT CODE 1 OR 2) AT QA6 BUT DOING PAID WORK/SELF-EMPLOYED IN PAST (CODE 1 OR 2) AT QA8. OTHERS GO TO ROUTING AT QA37.

When did you stop doing this paid work?

Month	□□	
Year	□□□□	GO TO ROUTING AT QA37
Don't know/can't remember		

()

QA37. ASK IF [NOT DOING PAID WORK /SELF-EMPLOYED IN PAST (NOT CODE 1 OR 2) AT QA8] **AND** [STILL NOT DOING PAID WORK /SELF-EMPLOYED (NOT CODE 1 OR 2) AT QA6]

OR

ASK IF [NOT DOING PAID WORK IN PAST (NOT CODE 1 OR 2) AT QA8] AND [CAN'T REMEMBER WHAT DOING LAST TIME INTERVIEWED (CODE 3) AT QA7].

OTHERS GO TO ROUTING AT QA44

So you are not in paid work now. Have you undertaken any paid work since we last talked to you last January and the present time?

Yes	1	ASK QA38
No	2	GO TO ROUTING AT QA44
Don't know/can't remember	3	

()

QA38. ASK IF YES (CODE 1) AT QA37. OTHERS GO TO ROUTING AT QA44

Thinking about your last paid job then, when did you start this paid work?

WRITE IN LEADING ZEROS (E.G. JANUARY = 01)

Month	□□	
Year	□□□□	ASK QA39
Don't know/can't remember	1	

()

QA39. **Why did you decide to start doing this paid work?**

INTERVIEWER: DO NOT READ OUT, BUT PROMPT FROM LIST IF NECESSARY. PROBE FULLY FOR OTHER REASONS. MULTICODE OK 1-X.

To increase your income	1	
To keep yourself occupied and active	2	
For enjoyment	3	
To increase the amount of social contact you have	4	
To increase your self-esteem	5	
To feel more part of the community	6	ASK QA40
To improve your illness or	7	

impairment	
To gain respect from others	8
To increase your chances of returning to full-time employment	9
I thought it would be good for me	0
Other reasons (PLEASE WRITE IN & CODE 'X')	X
Don't know/can't remember	Y

()

QA40. **Were you receiving benefits related to ill-health or disability when you were undertaking this paid work?**

Yes	1
No	2
Don't know	3

ASK QA41

()

QA41. **When did you stop doing this paid work?**
WRITE IN LEADING ZEROS (E.G. JANUARY = 01)

Month	□□
Year	□□□□
Don't know/can't remember	1

()

QA42. Why did you stop doing this paid work?

INTERVIEWER: DO NOT READ OUT, PROBE FULLY. MULTICODE OK

Because it was only a temporary (or fixed-term, or casual job)	1	
For reasons to do with the employer's attitudes towards my disability/impairment	2	GO TO QA44
For reasons to do with my disability/impairment (eg because it was making it difficult to do the job, or was expected to deteriorate)	3	
For reasons to do with benefit rules, permitted work rules or similar	4	ASK QA43
Retired	5	
For other reasons (PLEASE WRITE IN & CODE '6')	6	GO TO QA44
Don't know/not sure	7	

()

QA43. ASK IF STOPPED BECAUSE OF BENEFIT/PERMITTED WORK RULES (CODE 4) AT QA42. OTHERS GO TO ROUTING AT QA44.

()

You have said that you stopped paid work because of benefit rules, permitted work rules or similar. Can you tell me a bit more about this?

INTERVIEWER: PROMPT TO FIND OUT WHY BENEFIT RULES/PERMITTED WORK RULES MEANT THEY HAD TO STOP PAID WORK. DID ANYONE INFLUENCE THEIR DECISION TO STOP WORK? WHO AND HOW?

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1)

1

None/no answer	X	
Don't know	Y	(-)

QA44. ASK IF CURRENTLY/PREVIOUSLY IN PAID WORK/SELF-EMPLOYED ([CODE 1 OR 2 AT QA6] OR [CODE 1 OR 2 AT QA8] OR [CODE 1 AT QA37]). OTHERS GO TO ROUTING AT QB1.

I am now going to read out a list of statements about how the (current/most recent) paid work you (are/were) doing might have affected you. For each statement, please say whether you agree strongly, agree, neither agree nor disagree, disagree or disagree strongly. **INTERVIEWER: READ OUT a) TO i). SINGLE CODE ONLY a) TO i). ROTATE ORDER**

		Stron gly agree	Tend to agre e	Neith er agree nor disag ree	Tend to disagr ee	Strong ly disagr ee	No opini on	
<input type="checkbox"/> a)	I prefer to work for my living rather than rely on benefits	1	2	3	4	5	6	()
b)	Being in work makes my illness/disability worse	1	2	3	4	5	6	()
c)	I am financially better off in work than on benefits	1	2	3	4	5	6	()
d)	I feel a greater sense of achievement and purpose when I am in work	1	2	3	4	5	6	()
<input type="checkbox"/> e)	I have less time for a social life	1	2	3	4	5	6	()
f)	I experience more prejudice when I am working	1	2	3	4	5	6	()
g)	I enjoy meeting people in the work environment	1	2	3	4	5	6	()
h)	I feel more involved in society when I am working	1	2	3	4	5	6	()
<input type="checkbox"/> i)	I feel generally more tired when I am working	1	2	3	4	5	6	()

QA4
5. **And what do you think you have actually gained as a result of your most recent period of paid work. Have you gained:**

INTERVIEWER: READ OUT a) TO i). SINGLE CODE ONLY a) TO i).
ROTATE ORDER

		Yes	NO	DON'T KNOW
<input type="checkbox"/>	a) Improved/updated job-related skills	() 1	() 1	() 1
	c) Improved career/job prospects	3	3	3
	d) Greater financial stability	4	4	4
	e) Personal/social skills	5	5	5
<input type="checkbox"/>	f) Team working skills	6	6	6
	g) Self-confidence and motivation	7	7	7
	h) Independence	8	8	8
	i) Knowledge that I can cope with work (even though I may have a disability/health condition)	9	9	9
<input type="checkbox"/>	j) Communication skills	0	0	0

()

SECTION B – CONTACT WITH JOBCENTRE

INTERVIEWER: QUESTION WORDINGS FOR SECTION B DIFFER SLIGHTLY, DEPENDING ON WHETHER THEY ARE CURRENTLY ON BENEFIT (CODE 1 @ QA1) OR HAVE BEEN ON BENEFIT IN THE PAST (CODE 1 @ QA3). IF CURRENTLY ON BENEFIT (CODE 1 @ QA1) USE PRESENT TENSE, IF PREVIOUSLY ON BENEFIT (CODE 1 @ QA3) USE PAST TENSE.

IF NEVER/DON'T KNOW ON BENEFITS (CODE 2 OR 3 AT QA1 AND CODE 2 OR 3 AT QA3), GO TO QC1

QB1. You mentioned earlier that you (are/were recently) receiving benefits. Thinking back over the last 12 months, have you had any contact with anyone from the office that (pays/paid) your benefit?

INTERVIEWER NOTE: THIS CONTACT COULD HAVE BEEN FACE-TO-FACE, BY TELEPHONE OR IN WRITING AND COULD HAVE BEEN INSTIGATED BY EITHER THE RESPONDENT OR THE OFFICE PAYING BENEFIT

Yes	1	ASK QB2
No	2	GO TO QB8
Don't know/can't remember	3	

()

QB2. ASK IF YES (CODE 1) AT QB1. OTHERS GO TO QB8. Thinking about the contact that you have had with the office during the last 12 months, can you tell me what this was about? MULTICODE OK

INTERVIEWER: DO NOT READ OUT. PROMPT FROM LIST IF NECESSARY. PROBE FULLY FOR OTHER REASONS. MULTICODE OK

PROMPT: WHAT ELSE DID YOU HAVE CONTACT WITH THE OFFICE ABOUT?

a)	A Work-Focused Interview	1	
b)	Starting some sort of paid work	2	GO TO LOOP STARTING AT QB3
c)	Continuing in paid work	3	
d)	Finishing paid work	4	
e)	Permitted Work Rules	5	
f)	A change in my circumstances eg change of address	6	GO TO QB8 IF ONLY CODED 6-X
g)	Non-receipt of benefits	7	

h)	Receiving the wrong benefit	8
i)	Personal Capability Assessment	9
j)	My illness/disability	0
	Other (PLEASE WRITE IN & CODE 'X')	X
	Don't know/can't remember	Y

QB3. ASK IF CODE 1-5 AT QB2. OTHERS GO TO QB8
 ASK QB3-QB7 FOR **EACH** OF a) TO e) MENTIONED AT QB2.
And in relation to [INSERT RESPONSE @ QB2], do you remember who you had contact with from the office that pays your benefit?

Yes	1	ASK QB4
No	2	GO TO QB5

()

QB4. ASK IF REMEMBER WHO HAD CONTACT WITH (CODE 1) AT QB3.
 OTHERS GO TO QB5.

Who did you have contact with about [INSERT RESPONSE @ QB2]?

INTERVIEWER: DO NOT READ OUT. PROMPT FROM LIST IF NECESSARY. PROBE FULLY FOR OTHER REASONS. MULTICODE OK 1-4.

IF THEY RESPOND WITH A PERSON'S NAME, ASK THEM WHAT THEIR JOB TITLE WAS.

A personal adviser	1	
A disability employment advisor	2	
A receptionist	3	ASK QB5
Other (PLEASE WRITE IN & CODE '4')	4	
Don't know	5	

QB5. **How helpful did you find this person/these people in relation to [INSERT RESPONSE @ QB2) Would you say they were...?**

SINGLE CODE ONLY

Very helpful	1	
Quite helpful	2	()
Quite unhelpful	3	
Very unhelpful	4	
Don't know / can't say	5	

QB6. **Would you have liked any further help or advice from the office that pays your benefit about [INSERT RESPONSE AT QB2]?**

Yes	1	ASK QB7
No	2	IF NOT EXHAUSTED MENTIONS a) TO e) AT QB2 GO BACK TO QB3. IF EXHAUSTED MENTIONS a) TO e) AT QB2 GO TO ROUTING AT QB8
Don't know / can't remember	3	

QB7. ASK IF WOULD HAVE LIKED FURTHER HELP (CODE 1) AT QB6. IF NO OR DON'T KNOW (CODE 2 OR 3) AT QB6: IF **NOT** EXHAUSTED MENTIONS a) TO e) AT QB2 GO BACK TO QB3; IF EXHAUSTED MENTIONS a) TO e) AT QB2 GO TO ROUTING AT QB8 ()

What kind of help and advice would you have liked?

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1) 1

OPEN FOR PILOT AND CLOSE

None/no answer X

Don't know Y (-)

REPEAT QB3-QB7 LOOP FOR EACH CODE 1-5 AT QB2

ASK FOR EACH IF NOT CODED 1-5 AT QB2 OR IF NO/DK (CODES 2 OR 3) AT QB1. OTHERS GO TO QB9

WOULD YOU HAVE LIKED ANY HELP OR ADVICE FROM THE OFFICE THAT PAYS/PAID YOUR BENEFIT ABOUT...? **READ OUT A) TO E). SINGLE CODE ONLY A) TO E).**

		Yes	NO	DON'T KNOW	
		()	()	()	
a)	A Work-Focused Interview	1	2	3	
b)	Starting some sort of work	1	2	3	IF YES (CODE 1) ASK QB8A FOR EACH. IF NO/DON'T KNOW AT ALL OF a) TO e) GO TO QB9
c)	Continuing in work	1	2	3	
d)	Finishing paid work	1	2	3	
e)	Permitted Work Rules	1	2	3	

ASK FOR **EACH** CODED YES (CODE 1) AT QB8 a) TO e). ()

QB8a

What help and advice would you have liked?

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1)

1

None/no answer

X

Don't know

Y

(-)

QB9. ASK ALL
Has anybody talked to you about whether you would be financially better off doing some paid work whilst receiving benefits, or whether you would be financially better off not working?

Yes	1	ASK QB10
No	2	GO TO QB12
Don't know/can't remember	3	

QB10. ASK IF YES AT QB9. OTHERS GO TO ROUTING AT QB12.
Who did you talk to about whether you would be better off doing some paid work or not?

INTERVIEWER: DO NOT READ OUT. PROMPT FROM LIST IF NECESSARY. PROBE FULLY FOR OTHER REASONS. MULTICODE OK 1-8

Someone at the office that pays my benefit	1	
A Disability Employment Advisor	2	
A social worker	3	
A support worker/advisor	4	ASK B11
A friend or relative	5	
Someone from the Citizens Advice Bureau	6	
Someone from a disability organisation	7	
Other (PLEASE WRITE IN & CODE '8')	8	
Don't know/can't remember	9	

QB11. **Did this help you to make your decision about whether or not to do some paid work?**
 SINGLE CODE ONLY.

Yes	1	
No	2	GO TO QB13
Don't know	3	

QB12. ASK IF NO OR DON'T KNOW (CODE 2 OR 3) AT QB9. OTHERS GO TO QB13.

Would you have liked some help to find out whether you would be financially better off doing some paid work whilst on benefit or not?

Yes	1
No	2
Don't know/not sure	3

ASK ALL

QB13 **And have you spoken to any one else during the last 12 months about...?**

READ OUT a) TO d). SINGLE CODE ONLY a) TO d).

	Yes	NO	DON'T KNOW	
	()	()	()	
a) Starting some sort of work	1	2	3	IF YES (CODE 1) AT ANY OF a) to d) GO TO QB14. IF NO/DON'T KNOW (CODE 2 OR 3) AT ALL OF a) TO d) GO TO QB16.
b) Continuing in work	1	2	3	
c) Finishing paid work	1	2	3	
d) Permitted Work Rules	1	2	3	

QB14. ASK FOR EACH OF a) TO d) CODED YES (CODE 1) AT QB13. OTHERS GO TO QB16

Who have you spoken to about [INSERT EACH CODED YES AT QB13]?

DO NOT READ OUT. MULTICODE OK 1-7.
ENTER NAME OF ORGANISATION IN OTHER SPECIFY IF RESPONDENT IS UNSURE OF TYPE OF CONTACT

	QB13 (A)	QB13 (b)	QB13 (c)	QB13 (d)
	STARTI NG SOME SORT OF WORK	CONTIN UING IN WORK	FINISHI NG PAID WORK	PERMIT TED WORK RULES
Someone from a charity	1	1	1	1
Someone from a voluntary organisation	2	2	2	2
Job Broker	3	3	3	3
Someone from a disability organisation	4	4	4	4
Someone from a Citizen's Advice Bureau	5	5	5	5
Friend/family member	6	6	6	6
Other (PLEASE WRITE IN & CODE '7')	7	7	7	7
Don't know/can't remember	8	8	8	8
Haven't spoken to anyone about this (CODE IF NO/DK AT QB13)	9	9	9	9

QB15. ASK FOR EACH CODED AT Q14 FOR **EACH** OF a) TO d) CODED YES AT Q13.

How helpful did you find it talking to [INSERT QB14 RESPONSE] about [INSERT ASSOCIATED RESPONSE AT QB13]? Would you say they were...?

READ OUT AND CODE ONLY ONE RESPONSE ACCORDING TO THE LIST BELOW

Very helpful	1	
Quite helpful	2	ASK Q16
Quite unhelpful	3	
Very unhelpful	4	
Don't know / can't say	5	

REPEAT QB14 & QB15 FOR EACH OF a) TO d) CODED YES AT QB13.

SECTION C – FUTURE

QC1. ASK IF CURRENTLY DOING PAID WORK/SELF-EMPLOYED (CODE 1-2) AT QA6. OTHERS GO TO QC16.

I'd now like to ask you about your plans for the future, and how you feel about working in the future. What are your plans for the next 12 months?
SINGLE CODE ONLY

Continue working as you do now i.e. same amount of hours	1	GO TO QD1
Increase the hours that you work	2	ASK QC2
Decrease the hours that you work	3	
Give up work	4	GO TO QC13
Don't know	5	GO TO QD1

QC2. ASK IF INCREASING/DECREASING HOURS (CODE 2 OR 3) AT QC1. OTHERS GO TO ROUTING AT QC9.

How many hours of paid work would you like to do each week?
WRITE IN LEADING ZERO (E.G. 8 HOURS = 08). MAXIMUM NUMBER OF HOURS IS 45.

Enter no of hours (would like to work)	<input type="text"/>	
Don't know/not sure	1	()

QC2a. LOGIC CHECK . ASK IF [CODE 2 AT QC1 AND HOURS AT QC2 ARE **LESS THAN** HOURS GIVEN AT QA15] **OR** [CODE 3 AT QC1 AND HOURS AT QC3 ARE GREATER THAN HOURS GIVEN AT QA15]. **You said you would like to increase/decrease your hours to [INSERT RESPONSE AT QC2], but earlier you said you were currently working [INSERT RESPONSE AT QA15] hours. Is that correct?**
 IF THERE IS AN INCONSISTENCY HERE PLEASE TRY TO RECODE QC2. IF RESPONDENT INSISTS THIS IS CORRECT PLEASE DO NOT PUSH THEM, BUT CODE AS APPROPRIATE BELOW.
 SINGLE CODE ONLY

()

Yes/Inconsistency between QA15 & QC2	1	GO TO ROUTING AT QC3
No	2	ASK QC2 AGAIN

()

QC3. **ASK IF WANT TO INCREASE HOURS (CODE 2) AT QC1. OTHERS GO TO QC9**

How likely do you think you are to increase your paid working hours per week? **SINGLE CODE ONLY**

Very likely	1	ASK QC4
Quite likely	2	
Quite unlikely	3	
Very unlikely	4	
Don't know/unsure	5	

QC4. When would you hope to start increasing the number of hours of paid work you do per week? Would you hope to start... **READ OUT. SINGLE CODE ONLY**

In the next 6 months?	1	ASK QC5
In 6-12 months time?	2	
Don't know/not sure	3	

QC5. You have already told me about the current paid work that you are doing. If you want to increase the hours of paid work that you do per week, do you think it will be possible to continue in your current job, and work longer hours in that; or will you need to get another job? **SINGLE CODE ONLY**

Yes, you can stay in current job	1
-------------------------------------	---

No, you will need to change job	2	ASK QC6
Don't know	3	

QC6. What are the main reasons for wanting to increase the number of hours of paid work that you do per week?

DO NOT READ OUT. PROMPT FOR MORE SPECIFIC REASONS IF A GENERAL RESPONSE IS GIVEN (EG "I JUST WANT TO GET BACK INTO WORK"). PROBE FULLY FOR OTHER REASONS. MULTICODE OK 1-9.

To increase your income	1	
To keep yourself occupied and active	2	
For enjoyment	3	
To increase the amount of social contact you have	4	
To increase your self-esteem	5	ASK QC7
To feel more part of the community	6	
To improve your illness or impairment	7	
To gain respect from others	8	
Other reasons (PLEASE WRITE IN & CODE '9')	9	
Don't know/not sure	0	()

QC7. Is there anything that might stop you from increasing the number of hours of paid work per week, or make it difficult to do so?

Yes	1	ASK QC8
No	2	GO TO QD1
Don't know / not sure	3	

QC8. ASK IF YES (CODE 1) AT QC7. OTHERS GO TO QD1.

What would stop you increasing the number of hours of paid work that you do per week or make it difficult?

**DO NOT READ OUT. PROBE FULLY FOR OTHER REASONS.
MULTICODE OK.**

Your current ill health or impairment	1	
Fears that full-time employment may make your health or impairment worse	2	
A lack of confidence	3	
A lack of local opportunities	4	
Employers' attitudes to your ill health/impairment	5	GO TO QD1
An inability to find suitable work	6	
Concerns that you will be worse off financially	7	GO TO QC10
For reasons to do with benefit rules, permitted work rules or similar	8	GO TO QC11
Other reasons (PLEASE WRITE IN & CODE '9')	9	GO TO QD1

()

QC9. ASK IF WANT TO DECREASE HOURS (CODE 3) AT QC1. OTHERS GO TO ROUTING AT QC13.

What are the main reasons for planning to decrease the number of hours of paid work that you do?

**DO NOT READ OUT. PROBE FULLY FOR OTHER REASONS.
MULTICODE OK.**

Fears that employment may make health or impairment worse	1	
A lack of confidence	2	GO TO QC12
Employers' attitudes to your ill health/impairment	3	
Concerned that I will be worse off financially	4	ASK QC10

For reasons to do with benefit rules, permitted work rules or similar	5	GO TO QC11
Employer will reduce hours	6	GO TO QC12
Other reasons (PLEASE WRITE IN & CODE '7)	7	

()

QC10 ASK IF CONCERNED WILL BE WORSE OFF FINANCIALLY (CODE 4) AT QC8 OR(CODE 4) AT QC9 . OTHERS GO TO ROUTING AT QC11. ()
Can you say more about your concerns that you will be worse off financially? What are your concerns?

INTERVIEWER: PROMPT RESPONDENT TO SAY WHY THEY WOULD BE WORSE OFF FINANCIALLY. DID ANYONE INFLUENCE THEIR CONCERNS? WHO AND HOW?

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1)

1

None/no answer

X

Don't know

Y

(-)

QC11 ASK IF CODE 5 AT QC8 OR QC9. OTHERS GO TO QC12 ()
Can you say more about your concerns about benefit rules, permitted work rules or similar? What are your concerns?
INTERVIEWER: PROMPT RESPONDENT TO SAY WHY HAD CONCERNS ABOUT RULES. DID ANYONE INFLUENCE THEIR CONCERNS? WHO AND HOW?
 PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1)

1

None/no answer	X	
Don't know	Y	(-)

QC12. **ASK ALL WHO WANT TO DECREASE HOURS (CODE 3) AT QC1**
 When do you think you will decrease the number of hours of paid work you do per week? Is this likely to be ... **READ OUT. SINGLE CODE ONLY**

In the next 6 months?	1	GO TO QD1
In 6-12 months time?	2	
Don't know/not sure	3	

QC13. **ASK IF PLANNING TO GIVE UP WORK (CODE 4) AT QC1. OTHERS GO TO QD1**

Why do you plan to stop working in the next 12 months?

INTERVIEWER: DO NOT READ OUT. PROBE FULLY FOR OTHER REASONS. MULTICODE OK 1-6.

Because it is only a temporary (or fixed-term, or casual job)	1	
For reasons to do with the employer's attitudes towards my disability/impairment	2	
For reasons to do with my disability/impairment (eg because it is making it difficult to do the job, or is expected to deteriorate)	3	GO TO QC14
For reasons to do with benefit rules, permitted work rules or similar	4	ASK QC13B
Retirement	5	GO TO QC14
For other reasons (PLEASE WRITE IN & CODE '6')	6	
Don't know/not sure	7	

ASK IF CODE 4 AT QC13. OTHERS GO TO QC14 ()
 QC13 B. **Can you say more about why you plan to stop working for reasons to do with benefit or permitted work rules?**

INTERVIEWER: PROMPT TO FIND OUT WHY BENEFIT RULES/PERMITTED WORK RULES MEANT THEY ARE PLANNING TO STOP WORK. DID ANYONE INFLUENCE THEIR DECISION TO STOP WORK? WHO AND HOW?
 PROBE FULLY AND WRITE IN.
 ANY ANSWER (WRITE IN AND CODE '1) 1

None/no answer	X
Don't know	Y

(-)

QC14. When do you think you will stop working? Is this likely to be?
READ OUT. SINGLE CODE ONLY

In the next 6 months?	1	GO TO QD1
In 6-12 months time?	2	
Don't know/not sure	3	

QC16. **ASK IF NOT CURRENTLY DOING PAID WORK (NOT CODE 1 OR 2) AT QA6. OTHERS GO TO QD1.**

I'd now like to ask you about your plans for the future, and how you feel about working in the future. What are your plans for the next 12 months?
 DO NOT READ OUT. SINGLE CODE ONLY.

No plans to change my current activity	1	GO TO QC20
Start paid work	2	ASK QC17
Retire	3	GO TO QD1
Other (PLEASE WRITE IN & CODE '4')	4	

Don't know	5
------------	---

QC17. **ASK IF PLAN TO START PAID WORK (CODE 2) AT QC16. OTHERS GO TO ROUTING AT QC20.**

What are your main reasons for wanting to start work?
DO NOT READ OUT. PROBE FULLY FOR OTHER REASONS.
MULTICODE OK 1-X.

To increase your income	1	
To keep yourself occupied and active	2	
For enjoyment	3	
To increase the amount of social contact you have	4	
To increase your self-esteem	5	ASK QC18
To feel more part of the community	6	
To improve your illness or impairment	7	
To gain respect from others	8	
To increase your chances of returning to full-time employment	9	
I thought it would be good for me	0	
Other reasons (PLEASE WRITE IN & CODE 'X')	X	
Don't know/unable to respond	Y	

QC18. When do you think you will start working? Is this likely to be ... **READ OUT. SINGLE CODE ONLY**

In the next 6 months?	1	
In 6-12 months time?	2	ASK QC19
Don't know/not sure	3	

How many hours of paid work would you like to do each week?

QC1
 9. **WRITE IN LEADING ZEROS (E.G. 8 HOURS = 08)**

Number of hours	<input type="text"/>	GO TO QD1
Don't know/not sure	1	

()

QC20. ASK IF NO PLANS TO CHANGE (CODE 1) AT QC16. OTHERS GO TO QD1.

So, just to check, you do not intend to start any sort of paid work in the next 12 months?

DO NOT READ. SINGLE CODE ONLY

Correct – no intention to start paid work in the next 12 months	1	ASK QC21
Incorrect – do intend to start paid work in the next 12 months	2	RECODE QC16 AND FOLLOW ROUTING
Don't know	3	GO TO QD1

QC21. ASK IF CONFIRM NOT PLANNING TO START PAID WORK (CODE 1) AT QC20. OTHERS GO TO QD1.

What are your main reasons for not planning to start paid work in the next 12 months?

DO NOT READ OUT. PROBE FULLY FOR OTHER REASONS. MULTICODE OK.

Fears that employment may make health or impairment worse	1	
A lack of confidence	2	GO TO QD1
Employers' attitudes to your ill health/impairment	3	
Concerned that you will be worse off financially	4	ASK QC22
For reasons to do with benefit rules, permitted work rules or similar	5	GO TO QC23
Employer will reduce hours	6	GO TO QD1
Other reasons (PLEASE WRITE IN & CODE '7')	7	

QC22. ASK IF CONCERNED WILL BE WORSE OFF FINANCIALLY (CODE 4) AT QC21. OTHERS GO TO ROUTING AT QC23.

()

Can you say more about your concerns that you will be worse off financially? What are your concerns?

PROBE FULLY AND WRITE IN.

INTERVIEWER: PROMPT RESPONDENT TO SAY WHY THEY WOULD

BE WORSE OFF FINANCIALLY. DID ANYONE INFLUENCE THEIR CONCERNS? WHO AND HOW?

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1)

1

None/no answer

X

Don't know

Y

(-)

QC23 ASK IF NOT PLANNING TO WORK FOR REASONS TO DO WITH BENEFIT/PERMITTED WORK RULES (CODE 5) AT QC21. OTHERS GO TO QD1.

(-)

Can you say more about your concerns about benefit rules, permitted work rules or similar? What are your concerns?

INTERVIEWER: PROMPT TO FIND OUT WHY BENEFIT RULES/PERMITTED WORK RULES MEANT THEY ARE PLANNING TO STOP PAID WORK. DID ANYONE INFLUENCE THEIR DECISION TO STOP WORK? WHO AND HOW?

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1)

1

None/no answer

X

Don't know

Y

(-)

SECTION D – RECONTACT

ASK ALL

QD1 Thank you for taking part in this survey. We may want to talk to you about your answers in more detail to help us with our research. Would you be happy for us to contact you again in the future?
SINGLE CODE ONLY

Yes	1	ASK QD2	
No	2		()

QD2 It may be possible for us to link up your answers to this survey with the administrative details held by the office that pays / has paid your benefit, for example, the dates of your claims. This may help us to analyse the results of the survey in more detail. Do we have your permission to do this?

ASSURE RESPONDENTS OF CONFIDENTIALITY: WE WOULD ONLY DO THIS FOR ANALYSIS PURPOSES AT MORI. THE DWP WILL NOT SEE THEIR ANSWERS AND WILL NOT BE ABLE TO TELL WHO TOOK PART

Yes	1	ASK QD3	
No	2		()

QD3 Is there anything else you would like to say about the permitted work rules that we have not covered in earlier questions? ()

PROBE FULLY AND WRITE IN.

ANY ANSWER (WRITE IN AND CODE '1) 1

None/no answer X

Don't know Y (-)

Thank you once again for your time in helping with this important piece of research. We hope to be able to feed back to you the key findings later on this year.

THIS MUST BE THE LAST PAGE OF THE QUESTIONNAIRE AND MUST BE SINGLE SIDED

MORI/J21590
1-5

Questionnaire

Serial No _____
OUO ⁽⁶⁻⁹⁾ _____
CARD * _____ 10

Evaluation of the New Permitted Work Rules Wave Two Survey

Interviewer Number:

/

Name/Initial/Title: Mr/Mrs/Ms/Miss

Address:

Full

()
()
()
()
()
()
()

()

QTEL 1 Do you have a fixed line telephone at home which you use for incoming and outgoing voice calls?

Yes	1	
WRITE IN Full tel. No		
No	2	
Refused	3	GO TO QTEL2
Ex-directory	4	

QTEL 2 ASK IF NO FIXED LINE/REFUSED/EX-DIRECTORY (CODES 2-4). OTHERS CLOSE
Can I just check, do you have a mobile phone? IF YES ASK: Can I take the number please?

Yes	1	
WRITE IN Full tel. No		
No	2	
Refused	3	

It is very important that you fill in the sample point number, questionnaire number and interviewer number on both the front and back page of the questionnaire.

APPENDIX THREE: WAVE ONE TECHNICAL REPORT

Research design

Sample design and sampling process

The sample for the survey was drawn randomly from a database of recipients doing either therapeutic or permitted work whilst receiving at least one of the following benefits for reasons of illness or disability:

- 1 Incapacity benefit
- 2 Income support
- 3 Severe disablement allowance.

The database was derived from information collected from clerical records held by individual offices on benefit claimants doing either therapeutic or permitted work. Not all clerical records had been collated and returned in time for sampling purposes, however. Therefore, the database does not represent the full population of TW/PW claimants.

A data matching exercise was conducted by ORC International (a market research company) on behalf of the department, in order to link those identified as doing permitted/therapeutic work from clerical records with the DWP benefit recipients database (the latter contains information on length of claim which is a key analysis variable). National insurance numbers were used to match the PW/TW database against the recipient database.

The matched database was then de-duplicated to eradicate records for repeat claims, and all those not receiving one of the target benefits identified above were removed. All those working under PW lower limit arrangements were also removed. Records were then stratified by 'type' of permitted/therapeutic work, as follows:

- 1 Permitted work higher limit (PWHL)
- 2 Support permitted work (SPW)
- 3 Therapeutic work (TW).

Each strata was then ordered by postcode (to ensure a representative geographic spread of interviews) and samples were randomly selected for each. Overall quotas were then set on type, according to the number of available leads and our assumptions regarding response rates and the 'quality' of the sample.

The table below shows the total number of available leads, the sample issued and the target number of interviews/quotas for each group. A higher ratio of leads to target interviews were issued for SPW claimants than other groups, in an effort to boost numbers.

Available leads, sample issued and target number interviews

	All available cases*	Total sample issued**	Target # interviews (quotas)
PWHL	2,500	920	500
SPW	543	385	120
TW	8,579	1,340	815
Total	11,622	2,645	1,435

* including those with missing telephone numbers.

** excluding those with missing telephone numbers after telephone tracing.

Telephone tracing

A large proportion (34 per cent) of telephone numbers were missing or incomplete on the original database. In order to increase the number of usable leads for sampling purposes, claimants with missing/incomplete telephone numbers were run through a telephone tracing service. Telephone numbers were traced for 37 per cent of these.

Fieldwork/data collection

The majority of the interviews (1,387 in total) were conducted by telephone, by MORI Telephone Surveys (MTS), using computer assisted telephone interviewing (CATI). Seventy-nine of these were proxy interviews with the respondent's carer/parent. The remainder (48) were conducted face to face at home, at the request of the respondent or their carer/parent.

The telephone interviews took place between 6 and 27 January 2003; the face-to-face interviews were conducted between 31 January and 14 February 2003.

Opting out

An advance letter was sent out by MORI on behalf of the DWP to all claimants included in the sample. The letters were sent out two weeks prior to fieldwork, to give respondents the opportunity to opt out of the survey. As well as providing a MORI contact name and number, a FREEPOST postcard accompanied the letter, which claimants were invited to return to MORI to amend any incorrect telephone numbers.

Response rates

In total, 1,435 interviews were achieved, from a total sample of 2,645 respondents. The overall response rate to the survey was 54 per cent, with an adjusted response rate of 81 per cent. The table below shows the overall sample outcome in more detail, together with a breakdown for each of the three quotas.

Response rate analysis				
	Total	PWHL	SPW	TW
Total sample issued	2,645	920	385	1,340
Completed interviews	1,435	502	120	813
<i>Unadjusted response rate</i>	<i>54%</i>	<i>55%</i>	<i>31%</i>	<i>61%</i>
Ineligible/screened out ¹¹	210	72	37	101
Moved	72	38	13	21
Not available during fieldwork	12	10	2	0
Bad telephone number	512	260	116	136
Other ineffective	72	25	15	32
<i>Adjusted response rate</i>	<i>81%</i>	<i>97%</i>	<i>59%</i>	<i>77%</i>
Refused	76	13	17	46
No contact	210	0	65	145
Appointments not used	46	0	0	46
<i>Ineligible as % of sample</i>	<i>8%</i>	<i>8%</i>	<i>10%</i>	<i>8%</i>
<i>Bad numbers as % of sample</i>	<i>19%</i>	<i>28%</i>	<i>30%</i>	<i>10%</i>

Questionnaire development

The questionnaire was designed by the Institute for Employment Studies (IES), with input from MORI, and programmed into CATI format. As usual with computerised interviewing, several logic and consistency checks were included to minimise keying errors and implausible answers.

Pilot

The questionnaire was piloted amongst 25 respondents by telephone and 6 respondents face to face in November 2002. A separate opt-out exercise was conducted for the telephone pilot. The face-to-face questionnaire was piloted with volunteers from a support service for people with physical and learning disabilities in North Yorkshire.

MORI researchers personally briefed the pilot interviewers. Following completion of the pilot fieldwork, each interviewer returned detailed written comments on the conduct of the pilot, setting out any issues that arose and suggested amendments to the questionnaire. This written feedback was supplemented by a telephone discussion between MORI researchers and interviewers, where further clarification was required. A small number of minor amendments were then incorporated into the questionnaire for the main fieldwork, following consultation with IES and DWP.

¹¹ All those who claimed that they had never done any paid work were screened out at the start of the interview.

Interviewer briefings

Prior to the main survey, a full and detailed briefing was held with MTS interviewers at their London offices. This briefing was attended by IES and DWP representatives and led by MORI. Interviewers conducting the face-to-face interviews were briefed over the telephone.

A comprehensive briefing pack was supplied to every interviewer involved in the project, including information on background to the study, guidelines on contact procedures and advice on interviewing people with disabilities, including the potential need for proxy interviews and requests for face-to-face interviews (although many of the interviewing team had extensive experience of this).

Data processing

Coding staff at MORI Data Services (MDS) checked verbatim answers entered by interviewers at open-ended and 'other-specify' questions. Code frames were prepared for all open-ended questions and where the 'other-specifies' constituted more than 10 per cent of all responses. As well as computer tabulations, a fully labelled SPSS data file was supplied to IES by MORI for more detailed analysis.

Weighting

Weighting factors are sometimes applied to survey data in order to minimise any bias that may occur as a result of under or over-representation of certain groups amongst those who responded. Any weighting that is applied has a 'design effect', which reduces the effective sample size, and therefore increases the sampling error.

To decide whether or not to weight the data, the demographic profile (namely, age and gender) of respondents was compared with the profile of TW/PW claimants for whom leads were provided. Profile data on the full population of therapeutic/permitted work claimants was not available for weighting purposes at the time of data analysis.

The tables below shows the match between the achieved sample and the database from which the sample was drawn. In all cases except PWHL gender profile comparisons, the decision was made to weight the data in order to match the age and gender profile of the sample frame.

Sample profile compared with profile of available TW/PW leads: age band

	PWHL			SPW			TW		
	Survey %	All leads %	Weight	Survey %	All leads %	Weight	Survey %	All leads %	Weight
16-25	6.77	6.74	1.01	13.33	15.20	0.88	3.69	4.8	0.77
26-35	13.75	16.53	0.83	24.17	25.52	0.95	12.05	15.7	0.77
36-45	21.51	27.24	0.79	25.00	29.27	0.85	23.37	25.36	0.92
46-55	35.46	31.41	1.13	25.83	23.26	1.11	32.96	31.41	1.05
56-64	22.31	17.93	1.24	11.67	6.38	1.83	27.31	21.88	1.25
65+	0.20	0.16	1.24	0.00	0.38	0.00	0.62	0.86	0.72

Sample profile compared with profile of available TW/PW leads: gender

	PWHL			SPW			TW		
	Survey %	All leads %	Weight	Survey %	All leads %	Weight	Survey %	All leads %	Weight
Male	47.01	46.96	N/A	55.83	59.67	0.94	49.08	53.70	0.91
Female	52.99	53.04	N/A	44.17	40.33	1.10	50.92	46.30	1.10

APPENDIX FOUR: WAVE TWO SURVEY TECHNICAL REPORT

Research design

*Sample design and sampling process*¹²

The sample for wave two of the research consisted of respondents who took part in wave one (during January/ February 2003) and who agreed to be re-contacted for further research. This consisted of 1,396 respondents in total.

Respondents were written to twice between the two waves of research. First, immediately following the wave one fieldwork, thanking them for taking part; and then second in December 2003, as a reminder of the forthcoming wave two survey.

As well as providing a MORI contact name and number, a FREEPOST postcard accompanied the letter, which claimants were invited to return to MORI to amend any incorrect telephone numbers or update the research team with new address details. This also allowed respondents to opt out of future research if they wished.

MORI updated the database with returns. Available leads by the end of February are shown in the below table.

Available leads from first wave and sample issued

	All available cases	Total sample available for pilot and mainstage
PWHL	492	487
TW	788	774
SPW	116	113
Total	1,396	1,374

Fieldwork/data collection

The majority of the interviews (890 in total) were conducted by telephone, by MORI Telephone Surveys (MTS), using Computer Assisted Telephone Interviewing (CATI). Fifty-nine of these were proxy interviews with the respondent's carer/parent. The remainder (39) were conducted face to face at home, at the request of the respondent or their carer/parent.

The telephone interviews took place between 11 March and 6 April 2004; the face-to-face interviews were conducted between 12 March and 30 March 2004.

¹² For details on how the sample frame was developed initially, please see the technical report for wave one.

Response rates

In total, 929 interviews were achieved in the main survey, from a total post-pilot sample of 1,274 respondents (see following section for details of the pilot exercise). The overall response rate to the survey was 72 per cent, with an adjusted response rate of 80 per cent. The table below shows the overall sample outcome in more detail, together with a breakdown for each of the three quotas.

Response rate analysis for main stage

	Total	PWHL	TW	SPW
Total sample issued	1,294	458	728	108
Completed interviews	929	315	538	76
<i>Unadjusted response rate</i>	<i>72%</i>	<i>69%</i>	<i>74%</i>	<i>70%</i>
Ineligible/screened out ¹³	8	2	7	2
Moved	20	11	8	1
Not available during fieldwork	6	2	4	0
Bad telephone number	83	36	39	8
Other ineffective	21	3	15	3
<i>Adjusted response rate</i>	<i>80%</i>	<i>78%</i>	<i>82%</i>	<i>81%</i>
Refused	178	66	95	17
No contact	3	1	2	0
Appointments not used	46	25	14	1
<i>Ineligible as % of sample</i>	<i>1%</i>	<i>*14</i>	<i>1%</i>	<i>2%</i>
<i>Bad numbers as % of sample</i>	<i>6%</i>	<i>8%</i>	<i>5%</i>	<i>7%</i>

Questionnaire development

The questionnaire was designed by IES, with input from MORI, and programmed into CATI format. As usual with computerised interviewing, several logic and consistency checks were included to minimise keying errors and implausible answers.

Pilot

The questionnaire was piloted amongst 20 respondents by telephone between 26 and 29 February 2004.

MORI researchers personally briefed the pilot interviewers. Following completion of the pilot fieldwork, each interviewer returned detailed written comments on the conduct of the pilot, setting out any issues that arose and

¹³ Ineligible respondents had died between waves.

¹⁴ Indicates a value of less than 0.5, but greater than zero.

suggested amendments to the questionnaire. This written feedback was supplemented by a telephone discussion between MORI researchers and interviewers where further clarification was required. A small number of minor amendments were then incorporated into the questionnaire for the main fieldwork, following consultation with IES and DWP.

Interviewer briefings

Prior to the main survey, a full and detailed briefing was held with MTS interviewers at their London offices. This briefing was attended by an IES representative and led by MORI. Interviewers conducting the face-to-face interviews were briefed over the telephone.

A comprehensive briefing pack was supplied to every interviewer involved in the project, including information on background to the study, guidelines on contact procedures and advice on interviewing people with disabilities. This included the potential need for proxy interviews and requests for face-to-face interviews (although many of the interviewing team had extensive experience of this).

Call-back exercise

During fieldwork, it was found that there had been a technical error in the CATI routing at QC13. A total of 22 respondents were found to have incorrectly skipped these sections. Those who had agreed to be re-contacted in the original interview and who had not taken part in the qualitative follow-up interviews, were then called back to obtain their response to these questions. This telephone call-back exercise took place between the 16 and 21 March 2004. All respondents were successfully called back and the question completed.

Data processing

Coding staff at MORI Data Services (MDS) checked verbatim answers entered by interviewers at open-ended and 'other-specify' questions. Code frames were prepared for all open-ended questions and where the 'other-specifies' constituted more than 10 per cent of all responses.

As well as computer tabulations (provided in a separate volume to this report), a fully labelled SPSS data file was supplied to IES by MORI for more detailed analysis.

Weighting

Weighting factors are sometimes applied to survey data in order to minimise any bias that may occur as a result of under, or over- representation of certain groups amongst those who responded. Any weighting that is applied has a 'design effect', which reduces the effective sample size, and therefore increases the sampling error.

To decide whether or not to weight the data, the demographic profile (namely, age and gender) of respondents was compared with the profile of TW/PW claimants for whom original leads were provided, as in wave one.

The tables below shows the match between the achieved sample and the database from which the original (wave one) sample was drawn and the resulting weights that were applied.

Sample profile compared with profile of available TW/PW leads: age band

	PWHL			SPW			TW		
	Survey	All leads	Weight	Survey	All leads	Weight	Survey	All leads	Weight
	%	%		%	%		%	%	
16-25	4.4	6.74	.65	18.4	15.20	1.2	3.5	4.8	.73
26-35	11.4	16.53	.69	22.4	25.52	.87	11.5	15.7	.73
36-45	21.9	27.24	.79	23.7	29.27	.81	23.6	25.36	.93
46-55	39.4	31.41	1.24	28.9	23.26	1.24	32.7	31.41	1.04
Over 55	22.9	18.09	1.27	6.6	6.38	1.03	28.6	21.88	1.31

Sample profile compared with profile of available TW/PW leads: gender

	PWHL			SPW			TW		
	Survey	All leads	Weight	Survey	All leads	Weight	Survey	All leads	Weight
	%	%		%	%		%	%	
Male	47.6	46.96	1.01	36.8	59.67	.62	44.2	53.70	.82
Female	52.4	53.04	.97	63.2	40.33	1.57	55.8	46.30	1.21

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APPENDIX FIVE: ADDITIONAL TABLES

See the following pages

Table A5.1: Receipt of benefits and tax credits at wave two, by health condition/impairment group

	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated	All
	%	%	%	%	%	%	%	%	%	%
Incapacity/inactivity-related benefits (IB, IS, SDA, JSA)	82	76	81	72	89	70	87	75	81	80
Tax Credits	13	16	10	2	5	12	11	11	11	11
Other benefits (eg Housing benefit, Council Tax benefit)	41	37	55	48	65	71	86	50	50	50
Don't know	—	—	1	—	—	—	—	1	—	—
Total (N)	205	100	78	42	48	27	40	100	82	722

Base: All respondents in receipt of benefits/credits at wave two
 Source: IES/MORI 2004

Table A5.2: Change in hours between wave one and wave two, by health condition/impairment

	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated	All
	%	%	%	%	%	%	%	%	%	%
Working the same number of hours	55	52	67	78	60	52	73	61	69	61
Increased hours	30	31	21	—	23	29	7	26	19	24
Decreased hours	14	12	7	19	17	19	16	11	12	13
D/K/ can't remember	2	4	5	3	—	—	4	2	—	2
Total (N)	136	66	48	29	21	16	20	70	55	461

Base: All respondents in work at wave one and wave two
 Source: IES/MORI 2004

Table A5.3: Gains from most recent period of paid work, by health condition/impairment

	Multiple response								
	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated
	%	%	%	%	%	%	%	%	%
Self-confidence and motivation	88	85	82	76	79	84	100	84	89
Knowledge that I can cope with work	81	82	81	66	76	84	100	80	85
Independence	71	72	70	68	68	62	81	77	77
Communication skills	76	74	67	60	31	66	100	66	68
Personal/social skills	73	68	60	55	38	67	100	64	75
Team working skills	64	66	60	58	52	71	100	61	70
Improved/updated job-related skills	64	63	56	50	42	62	76	64	69
Greater financial stability	50	61	55	43	43	59	56	60	49
Improved career/job prospects	49	51	31	24	22	36	49	44	54
Total (N)	200	90	71	45	37	22	13	94	77

Base: All respondents with experience of work between wave one and wave two

Source: IES/MORI 2004

Table A5.4: Received in-work benefits advice, by health condition/impairment

	Yes	
	N	% received advice
Mental health (depression, bad nerves, phobia, panic attacks)	256	20
Musculo-skeletal (back)	119	14
Musculo-skeletal (arms, legs)	96	15
Circulatory problems	54	17
Progressive illness (MS, cancer, HIV, Parkinson <i>etc</i>)	52	14
Sensory (seeing, hearing, speaking)	31	26
Mental health (severe or specific learning difficulties)	41	19
Other	122	17
Not stated	99	25
Total (N)	870	18

Base: All Respondents

Source: *IES/MORI 2004*

Table A5.5: Contact with other organisations/people regarding work-related issues, by health condition/impairment

		Starting some sort of work	Continuing in work	Finishing paid work	Permitted work rules
	N	%	%	%	%
Mental health (depression, bad nerves, phobia, panic attacks)	256	22	15	6	18
Musculo-skeletal (back)	119	23	20	5	18
Musculo-skeletal (arms, legs)	96	12	7	2	14
Circulatory problems	54	25	20	5	18
Progressive illness (MS, cancer, HIV, Parkinson etc)	52	13	22	7	19
Sensory (seeing, hearing, speaking)	31	27	31	5	15
Mental health (severe or specific learning difficulties)	41	23	14	3	9
Other	122	14	16	5	14
Not stated	99	25	19	8	26

Base: All respondents who had received benefits

Source: IES/MORI 2004

Table A5.6: Future intentions of those in work, by health condition/impairment (per cent)

	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated	All
Continue working as now <i>ie</i> same amount of hours	61	73	75	60	65	72	79	67	64	66
Increase the number of hours worked	26	18	12	11	4	17	14	19	20	19
Decrease the number of hours worked	3	5	4	8	7	11	—	2	3	4
Give up work	3	1	7	16	4	—	—	4	5	4
Don't know	8	4	3	6	21	—	7	9	8	7
Total (N)	168	76	57	35	26	20	23	88	65	558

Base: All respondents in work at wave two

Source: IES/MORI 2004

Table A5.7: Future plans of those not in work, by health condition/impairment

	Mental health	Musculo-skeletal (back)	Musculo-skeletal (arms, legs)	Circulatory problems	Progressive illness	Sensory	Mental health (severe or specific learning difficulties)	Other	Not stated	All
	%	%	%	%	%	%	%	%	%	%
No plans to change current activity/unable to change	32	44	59	50	51	39	46	52	42	43
Start paid work	37	28	25	34	12	61	40	20	34	31
Retire	3	4	4	—	—	—	—	5	5	3
Voluntary work	7	4	2	—	7	—	—	—	2	3
To start/continue college course	3	2	—	—	3	—	—	—	—	1
Other	6	6	5	16	16	—	—	12	6	7
Don't know	13	12	5	—	11	—	14	12	11	11
Total (N)	102	48	42	19	29	11	18	39	39	347

Base: All respondents not in work at wave two

Source: IES/MORI 2004