PACE

PACE Client Experience Survey 2024

Prepared by IFF Research for the Scottish Government and Skills Development Scotland on behalf of the PACE Partnership

Scottish Government
Riaghaltas na h-Alba

Contents

1 Executive Summary

Partnership Action for Continuing Employment (PACE) is the Scottish Government's national strategic framework for responding to redundancy situations. PACE aims to minimise the time people affected by redundancy are out of work through providing skills development and employability support.

This report details findings from research into the experiences of clients receiving redundancy support services through PACE. The research is comprised of two surveys: a New Client Survey of those accessing PACE services since January 2022 and a Longitudinal Survey with clients who took part in the New Client Survey in 2022. This research is the eighth iteration of research assessing client experiences of PACE. [1]

Methodology

The 2022 Client Experience research incorporated two strands:

- a telephone survey of 525 new clients who had accessed PACE services since January 2022
- a follow-up survey of 250 individuals who took part in the previous wave of research in February and March 2022 (after accessing PACE services in the period January 2020 to January 2022).

All interviews were conducted by IFF Research using Computer Aided Telephone Interviewing (CATI) software. Fieldwork took place in February and March 2024. Survey data was weighted to the respective profile of the new client and longitudinal populations by age and gender, to ensure they were representative.

Some figures presented may not add up to 100% due to rounding.

Further details on the profile and characteristics of clients accessing PACE services can be found in Appendix A.

Key findings

The extent to which clients access specific PACE services on offer

The top three PACE services accessed in 2024, each received by the majority of clients, were the PACE information guide (67%), the PACE presentation (56%), and a handbook titled 'Positive Steps to your Future' (51%).

The proportion of new clients that accessed either the PACE presentation or information pack appears to have recovered; four-in-five had used either (78%), compared with 49% in the 2022 survey, returning closer to 2020 levels (81%). [2]

There was an increase in the proportion using certain PACE services in 2024 compared with 2022, including: a handbook titled 'Positive Steps to your Future' (51% vs. 19%); advice on business start-up (22% vs. 11%); mental health / wellbeing support (17% vs. 10%); help with understanding tax responsibilities (15% vs. 6%); and help with reading, writing and numbers (7% vs. 4%).

1 The previous iterations were carried out in 2010, 2012, 2014, 2016, 2018, 2020 and 2022.

2 Note, prior to the 2024 survey, 'PACE Presentation and information pack' was asked as a single service.

Fewer new clients were aware of PACE before their redundancy compared with 2022 (21% vs. 27%). Among those aware, fewer had first heard of PACE through friends and family (6% vs. 17% in 2022) or advertisements (4% vs. 14%).

Views on the timeliness, relevance and usefulness of individual PACE services used, as well as satisfaction with service delivery

PACE clients' satisfaction with the delivery of individual services was largely positive. Average satisfaction across all services was 84%, consistent with the 86% in 2022. Satisfaction was highest among those in receipt of help with CVs/applications/letters (91%) and lowest among those who received information about education, training and funding (77%).

Services continue to be perceived as relevant and useful by the majority of PACE clients (78% felt services were relevant on average, unchanged from 2022; 78% felt services were useful in 2024, similar to the 81% in 2022). The PACE services perceived to be most relevant and useful were help understanding their redundancy rights and entitlements (93% relevant, 91% useful), help with CVs/applications/letters (89% relevant, 90% useful), and help with interviews/job search strategies (85% relevant, 85% useful).

The least relevant or useful services to users were help with reading, writing and numbers (61% relevant, 69% useful), advice on business start-up (64% relevant, 63% useful) and information about education, training and funding (72% relevant, 68% useful).

The proportion of clients indicating that they received at least one PACE service too late increased compared with 2022 (31% vs. 21%). This was the largest proportion of clients to indicate that at least one service was received too late since 2014 (also 31%), though it should be noted that the number of PACE services respondents were prompted with in the survey increased from 13 in the 2022 survey to 16 in the 2024 survey. There was a general fall in the satisfaction with the timing of individual services, with fewer clients reporting that the timing was 'perfect' or 'about right' across a number of services. This fall was most notable when looking at help with reading, writing and numbers (78% felt the timing was good vs. 96% in 2022). [3]

Compared with 2022, the proportion of clients receiving services face-to-face increased substantially across almost all services offered. The largest increase in face-to-face use of a PACE service was for help with understanding tax responsibilities, increasing from 11% accessing this service face-to-face in 2022 to 77% of those using it in the 2024 survey.

Conversely, there were substantial reductions in the proportion of clients accessing each PACE service online and by telephone. The largest reduction in online use of a PACE service was found for help with reading, writing and numbers, decreasing from 56% accessing this service online in 2022 to 15% in the 2024 survey. The largest reduction in phone access to a PACE service was for the career guidance interview, decreasing from 72% accessing this service by

3 Please note the base for 'help with reading, writing and numbers' was 41 in 2024 so this result should be treated with caution.

telephone in 2022 to 11% in the 2024 survey. These shifts from predominantly online and telephone service delivery to predominantly face-to-face reflect the modes of delivery at the time of the two surveys, which in 2022 were influenced by the COVID-19 pandemic restrictions.

The shift back to face-to-face services following COVID-19 aligned with client preferences – for almost all PACE services offered, clients' preferred format of delivery was face-to-face. This was most apparent for career guidance interviews (91% preferred face-to-face), help with CVs/applications/letters (87%), help with interviews/job search strategies (85%) and mental health/wellbeing support (85%).

Overall satisfaction with PACE remained high, with four-in-five (79%) clients indicating they were satisfied, similar to the proportion satisfied in both 2022 (75%) and 2020 (82%). Despite a high proportion of clients also saying they would recommend PACE services to others (77%), this was a smaller proportion than in 2022 (82%), continuing a downward trend since 2020 (87%).

The influence of PACE on individuals' progression into learning and employment, as well as the extent of 'softer' benefits to individuals' lives

The proportion of participants that had secured work before or after being made redundant fell to 83%, down from 89% in 2022, though similar to levels seen in 2020 (81%). Clients were more likely to secure this work before their redundancy compared with 2022 (19% vs. 12%), with the majority still securing work post-redundancy (65%). Around two-in-five (39%) clients agreed that PACE had helped them move into work. This represents a continued downward trend since 2020, when 47% said PACE helped them to secure work (45% in 2022).

Of those that secured work, seven-in-ten (70%) found their new role within three months of being made redundant (compared with 52% in 2022). Around a fifth (21%) took between three and six months to find work (the same proportion as 2022), while around one-in-ten (9%) took more than six months (compared with 26% in 2022). The proportions in 2024 again represent a return to the levels seen in 2020, when these figures stood at 73%, 18% and 9% respectively.

Three-quarters (75%) of those that had found work reported the new role required at least the same, or a higher level of skills compared with the role from which they were made redundant. Around seven-in-ten (69%) reported the role had the same, or a higher level of responsibility, while around six-in-ten (61%) reported it had the same, or a higher level of pay.

Clients were asked to rate the influence of PACE on their mental health and wellbeing, skills needed to apply for job, confidence in getting a job, and career prospects. The aspect that clients felt had most improved was their confidence in getting a job (43%), followed by an improvement in their overall career prospects (36%), an improvement in the skills needed to apply for jobs (34%), and ranking last, improved mental health (30%).

Focusing on results from the Longitudinal Survey (those who were first interviewed in 2020 and again in 2022, up to four years after their redundancy), longer-term outcomes continue to be positive for PACE clients, with the vast majority (94%) having secured any post-redundancy work (the same proportion as in 2022). Older clients aged 50 and over were less likely to have secured work post-redundancy compared with the average (90% vs. 94%), a finding consistent with previous surveys.

Around half (48%) of longitudinal clients that had secured work (including self-employment) had done so in a different sector to the role from which they were made redundant from. This was a similar result to 2020 (51%) and 2022 (53%). Around a quarter (24%) had secured work in a broadly similar sector, while 28% secured work in exactly the same sector.

Among all longitudinal clients surveyed, 89% were currently in work at the time of interview, including approximately three-in-ten (29%) who were still working for the same employer and job role that they had secured post-redundancy. Just under one-in-ten (8%) were economically inactive (i.e. retired or not looking for work), 1% were in education or training, 1% were doing something else, and fewer than 0.5% were seeking work.

Continuing the trend of previous surveys, the first role secured following redundancy tended to require the same or lower level of skills, responsibilities and/or pay compared with the roles clients were made redundant from. However, longitudinal interviews found that clients' current work (at the time of interview) saw improvement in these areas, suggesting some clients may have initially taken a job requiring a lower level of skills, responsibilities and/or pay as a stopgap measure, prior to finding a more suitable role.

2 Introduction

This report covers the findings from the eighth wave of research into the experiences of clients receiving redundancy support services through the Scottish Government's Partnership Action for Continuing Employment (PACE) initiative. PACE aims to minimise the time individuals affected by redundancy are out of work by providing employability support and skills development.

Background to the Research

PACE was established in 2000 and is the Scottish Government's national strategic partnership framework for responding to redundancy situations. Skills Development Scotland (SDS) is Scotland's national skills body and has responsibility for supporting people and businesses to develop and apply their skills. SDS leads on the delivery of PACE support on behalf of the Scottish Government, coordinating the work of other key partners.

PACE offers assistance through free advice and support to employers and individuals facing redundancy situations. This includes information, advice and careers guidance; support with CV preparation; advice on benefits; raising awareness of job vacancies; and providing funding to support training and career progression.

Following the economic downturn in 2008, the Scottish Government established the Ministerial PACE Partnership. This partnership brings 24 organisations who, together with Scottish Government, oversee a continuous improvement programme to enhance the operation of PACE (see Appendix D for a full list of these).

An example of this drive for continuous improvement includes The PACE Client Experience Survey, commissioned every two years on behalf of the Ministerial PACE Partnership by the Scottish Government and SDS.

The surveys collect data on clients' experiences of receiving a range of PACE services and the influence these services have had on their post-redundancy outcomes. Findings from the preceding surveys have largely been positive and demonstrate high satisfaction levels with PACE services (an average of 86% across all services in 2022 and 2020).

Aims and objectives

Two years on from the previous study in 2022, the Scottish Government and SDS commissioned IFF Research to conduct the 2024 PACE Client Experience Survey.

The key elements to this study are:

- interviews with 'new' clients who have been supported by PACE since January 2022
- follow-up interviews with clients who completed the PACE Client Experience Survey in 2022 and agreed to be recontacted.

The core aims of the research were to:

- provide an up-to-date picture of the profile and characteristics of PACE users (e.g. by age, sex, socio-economic group etc.)
- gauge the extent to which clients have accessed PACE services

- examine client views about the PACE services (e.g. relevance, usefulness and timeliness of each service received, as well as their satisfaction levels)
- establish the influence that PACE has had on current and past clients' progression into learning and/or employment, as well as the extent of 'softer' benefits to individuals' lives such as self-confidence and motivation
- make recommendations about the PACE service to inform its future development.

Methodology

The 2024 PACE Client Experience Survey incorporated two strands; a telephone survey of 525 new clients who had accessed PACE services since January 2022, and a follow-up telephone survey with 250 clients who had taken part in the previous research in 2022 (engaged with PACE services between January 2020 to January 2022).

All interviews were conducted by IFF Research using Computer Aided Telephone Interviewing (CATI) software. Fieldwork took place in February and March 2024.

As was the case in the 2022 survey, new client interviews were weighted to be representative of the population of all PACE clients by age and gender. Longitudinal interviews were weighted to the profile of new clients in 2022 by age and gender.

All differences referred to in the text are statistically significant at the 95% level of confidence. Where results are described as 'similar to' or 'consistent with' previous years, this means there was not a statistically significant difference between the 2024 result and the years discussed.

The report contains analysis by social grade, definitions for which can be found in Appendix E. The methodology is detailed further in Appendix A.

Limitations

The sample size achieved for the 2024 New Client Survey (525 interviews) was smaller than in previous surveys, due to the limited sample that was available (2,703 new clients; this compares with 4,231 new clients available in the 2022 database). The impact on sampling error for the survey overall is small. For a question asked of all respondents the sampling error for the 2024 survey was ±3.8% (95% confidence level). This means that, where the survey result is 50%, we can be 95% confident that the true figure lies within a range of 46.2% and 53.8%. The corresponding sampling error for the 2022 survey, by comparison, was ±3.0%.

The smaller subgroups sometimes covered in the report analysis have larger sampling errors (e.g. ±5.6% for the aged 50 and over category). This should be noted when interpreting subgroup results.

Caution should also be taken when comparing findings from new clients in the 2024 survey (weighted) survey years prior to 2022, when data was unweighted. Similarly, this is the first survey to include weighted data for the Longitudinal Survey, so caution should be taken when comparing findings to previous years for this group.

About this report

This report covers the findings of the two 2024 surveys, with the main body of the report first focusing on the survey of new clients (those accessing PACE services since January 2022). The findings from the longitudinal follow-up survey of respondents (who first took part as new clients in the 2022 survey) are then used to elucidate the long-term influence of PACE on people's post-redundancy lives.

The structure of the report is as follows:

- **Chapter 3** covers client views on PACE services, including the perceived relevance of individual services, views on the usefulness of materials provided, and satisfaction with the way in which specific services are delivered. This chapter also examines the key issue of whether clients feel that PACE services are being made available to them at the right time, and their preferred format for service delivery (whether this be online, by phone or face-to-face).

- **Chapter 4** describes the influence of PACE on post-redundancy outcomes, including the movement into employment or training. It also explores the influence of PACE on client motivation, assesses what was missing from PACE and explores clients' satisfaction with the overall experience of PACE support.

- **Chapter 5** uses data from the 2022 Longitudinal Survey to highlight the influence of PACE over the longer term (for clients using the service between 2020 and 2022 and who took part in the 2022 survey of 'new' clients).

- **Chapter 6** draws together the key messages arising from both strands of the research.

- **Chapter 7** provides recommendations for the future success of the PACE programme.

The report also contains supplementary appendices which offers further information on the methodology (Appendix A), time series data (Appendix B) and longitudinal respondents (Appendix C), acronyms and PACE partners (Appendix D) and social grade definitions (Appendix E).

The 2024 research has been designed to measure how client views on PACE have changed over the long-term. To demonstrate this, for key performance measures, comparisons are made in the report with the results from previous surveys of new clients.

3 Client views on PACE services

Chapter summary

This chapter looks at the proportion of clients that accessed different PACE services in 2024 and their views on these services in terms of satisfaction, relevance, and usefulness. It also investigates the perceived timeliness of the delivery of these services and the format in which they were delivered. The key findings of this chapter are outlined below:

- There was a reduction in the proportion of clients aware of PACE services before using their services – from 27% with any awareness prior to redundancy in 2022 to 21% with prior awareness in 2024.

- The three most commonly accessed services were the PACE information guide (67%), the PACE presentation (56%) and the handbook 'Positive Steps to your Future' (51%).

- Satisfaction levels remain high across all PACE services, ranging from 77% to 91% of users of each service being satisfied, and averaging 84% across all services (similar to previous levels).

- The perceived relevance and usefulness of all PACE services was high but particularly so for help understanding their redundancy rights and entitlements (93% relevant, 91% useful), help with CVs /applications /letters (89% relevant, 90% useful), and help with interviews /job search strategies (85% relevant and 85% useful). The least relevant or useful services to users were help with reading, writing and numbers (61% relevant, 69% useful), advice on business start-up (64% relevant, 63% useful) and information about education, training and funding (72% relevant, 68% useful).

- Following the reduction in services delivered face-to-face due to the COVID-19 pandemic that was reported in the 2022 survey, the proportion of clients accessing each PACE service face to face has increased substantially in 2024. In 2024, at least two-thirds of clients accessing each PACE service said these were delivered face-to-face, aligned with client preferences for this mode of delivery.

PACE supports its clients with a wide range of services, from careers guidance and assistance with job searches and different stages of a job application process, to information about how to cope with their redundancy, both financially (including information on access to benefits) and in terms of managing resulting stress.

This chapter assesses the relevance, usefulness and timeliness of PACE services received by clients, and satisfaction with these services. It also explores the mode in which services were delivered to clients, whether this be face-to-face, online or by phone, and what their preferences were in relation to this.

Awareness of PACE services prior to receiving support and use of other redundancy support services

Around a fifth (21%) of clients had any prior awareness of PACE services, including 3% who knew a lot about PACE and 18% who said they did not know much about the services it provides. In 2022 a higher proportion had any prior awareness (27%). Over three-quarters (78%) of clients in 2024 had no awareness of PACE services before their redundancy (72% in 2022). Overall, these results represent a return to 2020 survey levels (22% aware; 79% no awareness). Males were more likely to say they had any awareness of PACE services before being made redundant (25% vs. 17%).

Clients who were already aware of PACE typically first heard about PACE through their employer (44%), or through previous experience of redundancy (17%). Fewer clients who were aware had first heard of PACE through friends and family (6% vs. 17% in 2022) or advertisements (4% vs. 14%).

Among those aware of PACE before their redundancy, 13% were aware of the PACE telephone helpline and 26% were aware of PACE online services. The equivalent proportions were higher in 2022 at 25% and 46% respectively.

Among all clients, 12% said their company used any redundancy support services other than PACE, which was an increase from 8% in 2022.

Packages of PACE services accessed

Clients were asked which services they received from PACE – note that the list of services changed slightly from the list presented in 2022, with two new statements in 2024 and one item from 2022 the 'PACE Presentation and Information pack' split out into two separate items 'PACE information guide' and 'PACE Presentation'. This means not all the services were directly comparable with 2022. Further information on the differences between the prompted PACE services used in the 2024 survey and the 2022 survey can be found in Appendix A. Figure 3.1 shows the proportion of clients receiving each service in 2024 and the corresponding results in 2022.

The top three PACE services accessed in 2024, each received by the majority of clients, were the PACE information guide (67%), the PACE presentation (56%), and a handbook titled 'Positive Steps to your Future' (51%). Other relatively common services received were help understanding redundancy rights and entitlements (49%), help with CVs/applications/letters (43%), information about education, training and funding (42%), benefits information (42%) and career guidance interviews (33%).

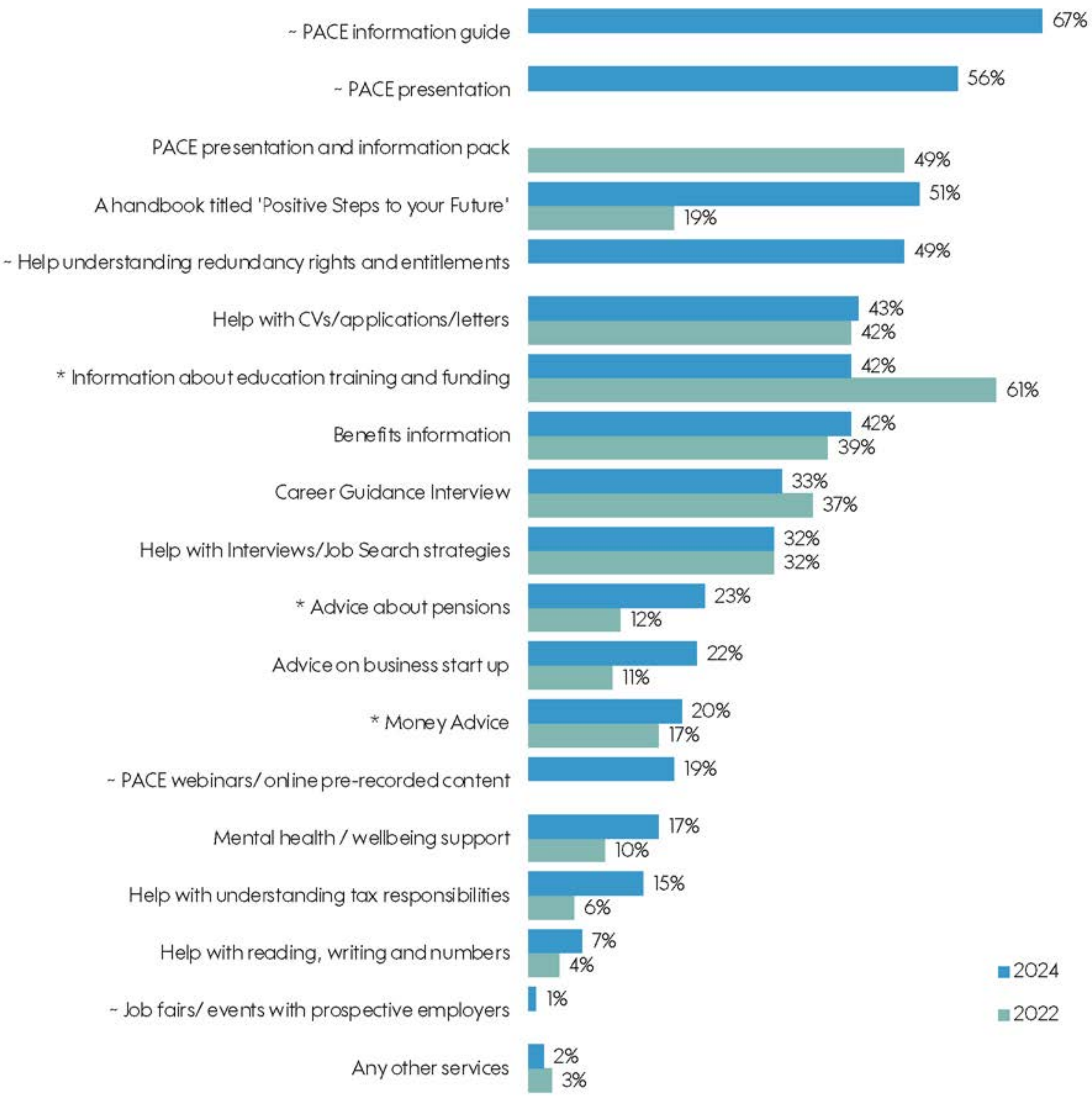
A key observation from the 2022 survey was the reduction in the proportion of clients accessing the presentation and information pack (49% vs. 81% in 2020). While, as noted, these services had been split out for the 2024 survey, the combined proportion accessing either the presentation or information guide was 78%, closer to the 2020 result, indicating that use of these services has recovered somewhat following COVID-19.

There has been an increase in the proportion using certain PACE services in 2024 compared with 2022, including: 'Positive Steps to your Future' (51% vs. 19%), advice on business start-up (22% vs. 11%), mental health/wellbeing support (17% vs. 10%), help with understanding tax responsibilities (15% vs. 6%), and help with reading, writing and numbers (7% vs. 4%).

In 2024, more clients said they had accessed 'advice about pensions' (23%) than said they had accessed 'help with pensions from PensionWise' in 2022 (12%).

In 2024 fewer said they had accessed 'information about education, training and funding' (42%) than said they had accessed 'information about training and funding' in 2022 (61%). This had been the most commonly accessed service in 2022.

Figure 3.1. Proportion of clients accessing each PACE service



Base: All clients 2024 (535), 2022 (852). ~ signifies a new service added in 2024 (Job fairs/events was coded from verbatim responses) and * signifies a service with a wording change in 2022 – see Appendix A for details.

Some differences in services accessed were apparent by gender. Male clients were more likely than average to access the PACE information guide (70%), or information about education, training and funding (46%), but less likely to have accessed PACE webinars/online pre-recorded content (16%). Female clients were more likely than male clients to have received a career guidance interview (40% vs. 31%) or help with interviews/job search strategies (41% vs. 28%).

Some differences could also be seen by age. Older clients aged 50 and over were more likely than average to have received the PACE information guide (74%), PACE presentation (61%), help with CVs/applications/letters (49%), benefits information (47%), or help with interviews/job search strategies (39%). Those aged under 40 were more likely than average to have received help understanding their redundancy rights and entitlements (55%) and mental health/wellbeing support (23%).

Clients with any health condition or learning difficulty were less likely to say they had received the PACE information guide (57%), or the handbook 'Positive Steps to your Future' (38%). Clients with a long-term physical disability were more likely than average to say they only accessed one PACE service (23% vs. 12% of all clients).

Satisfaction with PACE services

Satisfaction across individual PACE services has remained consistently high since 2016. Across all services the average satisfaction score was 84% (combining the proportion of clients who were either 'very satisfied' or 'quite satisfied' with the services they had received). [4] This is in line with an average satisfaction score of 86% in 2022, 86% in 2020, 85% in 2018 and 84% in 2016.

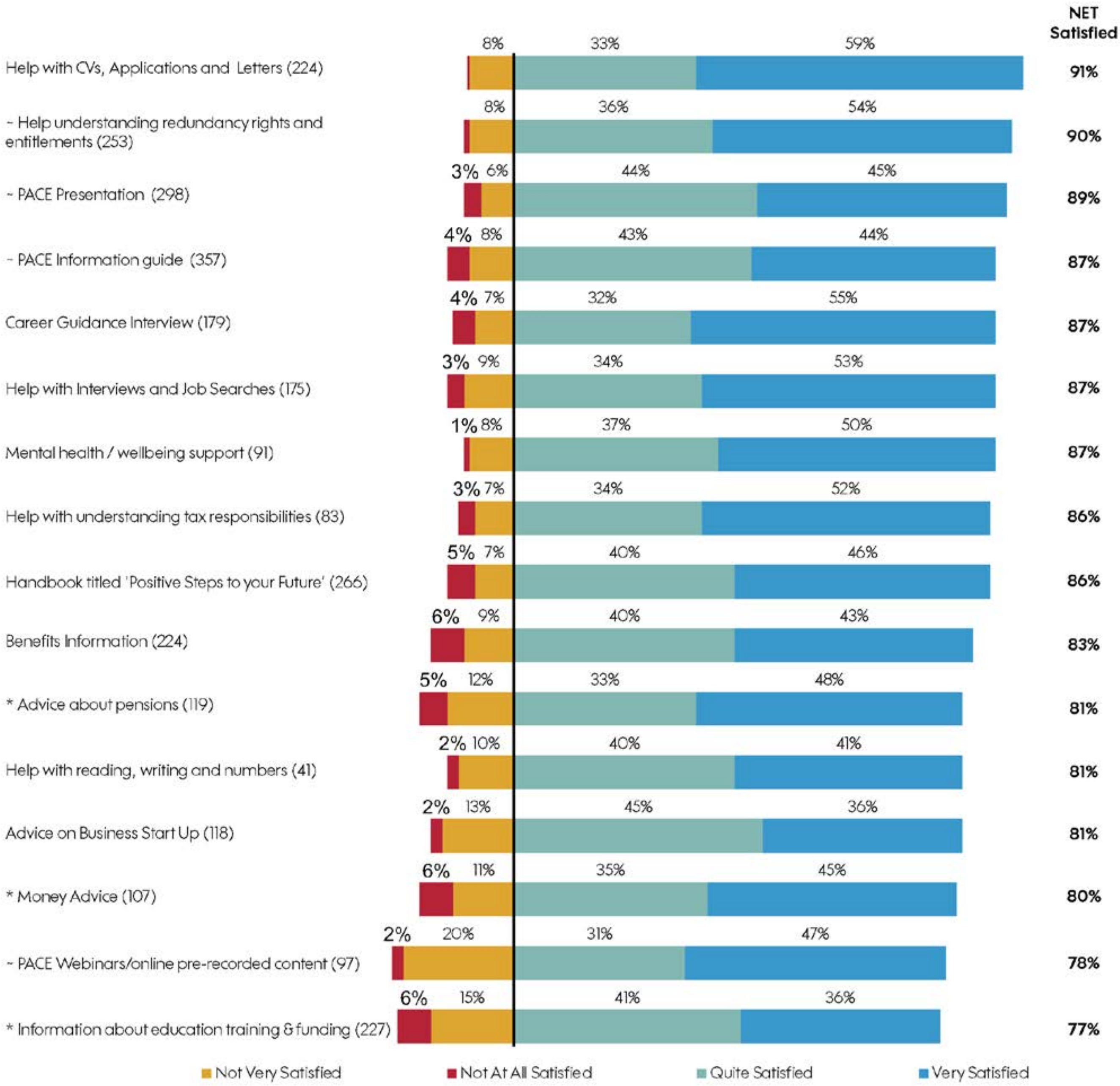
As shown in Figure 3.2, the proportion satisfied with specific PACE services ranged from 77% for information about education, training and funding, to 91% for help with CVs/applications/letters.

As was the case in 2022, clients reported stronger levels of satisfaction when services offered more practical forms of employment support. For example, the majority of users were 'very' satisfied with help with CVs / applications / letters (59%), career guidance interviews (55%), help understanding their redundancy rights and entitlements (54%) and help with interviews / job search strategies (53%).

The proportion of users of each service who were satisfied had not changed significantly since 2022, apart from 'money advice' for which 80% were satisfied overall in 2024 compared with 89% in 2022, though the change of this service/survey wording should be noted.

4 Note, this average excludes any PACE services used by 30 respondents or fewer as these would skew the average. The comparison is not like-for-like with previous waves due to differences in the services covered, so caution should be used when making year-on-year comparisons.

Figure 3.2. Satisfaction with delivery of PACE services



Base: All clients accessing each service: sample size for each row shown in chart
~ signifies a new service added in 2024 and * signifies a service with a wording change in 2022 – see Appendix A for details of these

There were a few notable variations in satisfaction levels for specific services by demographics. Female service users were more satisfied than average with help with CVs/applications/letters (96%), their career guidance interview (94%), and webinars/online pre-recorded content (87%). Male service users were less satisfied with their career guidance interview (82%). Clients with a health condition or learning difficulty were less satisfied than average with the PACE information guide (79%).

Perceived relevance of PACE services

PACE services continue to be relevant to the majority of those who use them: average levels of relevance have remained consistently high, with an average of 78% of clients across all services feeling that the services they had accessed were relevant (combining the proportion of clients who found the services they had used 'very' or 'quite' useful). [5] This is in line with results from previous surveys (78% in 2022 and 2020, 79% in 2018 and 2016).

As shown in Figure 3.3, the proportion of clients that perceived services to be relevant was relatively high across all PACE services, ranging from 61% to 93% of users of each service.

The services most likely to be considered relevant were help understanding their redundancy rights and entitlements (93%), help with CVs/applications/letters (89%), and help with interviews/job search strategies (85%). Conversely, the services with the lowest perceived relevance among those using them were help with reading, writing and numbers (61%) and advice on business start-up (64%). This was consistent with 2022 and 2020 when these two services were also least likely to be perceived as relevant by users.

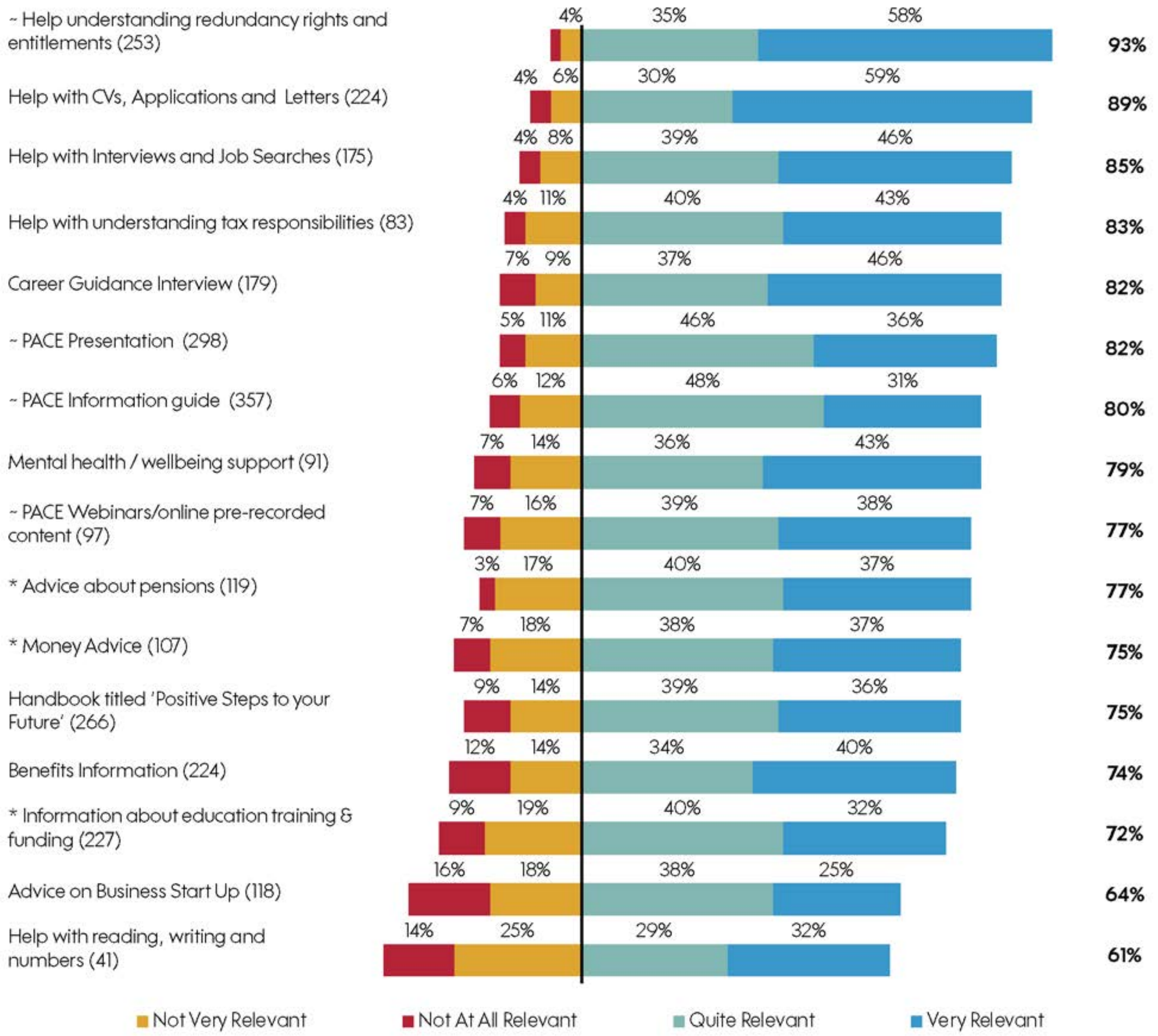
There were very few differences in the 2024 results on perceived relevance of specific PACE services compared with 2022, however there was a decline in the proportion of users that felt information about education, training and funding was relevant to them (72% in 2024 vs. 79% in 2022). [6]

Similar to the patterns seen for satisfaction, services providing practical advice for finding new employment continue to be the most likely to be rated as particularly relevant, along with explanation of redundancy matters. A majority gave a rating of 'very' relevant for help received with CVs/applications/letters (59%) and help understanding redundancy rights and entitlements (58%), while approaching half (46%) rated their career guidance interview, and the help received with interviews/job search strategies (46%) as 'very' relevant.

5 Note, this average excludes any PACE services used by 30 respondents in the survey or fewer as these would skew the average.

6 Differences in the wording of this service should be noted. See Footnote 6 for more information.

Figure 3.3. Perceived relevance of PACE services



Base: All clients accessing each service: sample size for each row shown in chart
~ signifies a new service added in 2024 and * signifies a service with a wording change in 2022 – see Appendix A for details of these. Labels lower than 3% not shown.

The demographic variations in perceived relevance of services were fairly similar to the demographic variations in overall satisfaction with each service. Female service users gave above average ratings for the relevance of help with CVs/applications/letters (95%), help with interviews/job search strategies (91%) and the webinars/online pre-recorded content (90%).

Clients with a health condition or learning difficulty were less likely to say that the PACE information guide (69%) was relevant to them.

Perceived usefulness of PACE materials

Clients were also asked to reflect on the usefulness of the materials provided as part of the services they received from PACE. The majority of clients found the PACE services they had used to be useful, ranging from 63% to 91%, as shown in Figure 3.4. The average level of usefulness across all services was 78% (combining the proportion of clients who found services they had used 'very' or 'quite' useful). This compares with 81% in 2022, 79% in 2020 and 79% in 2018.

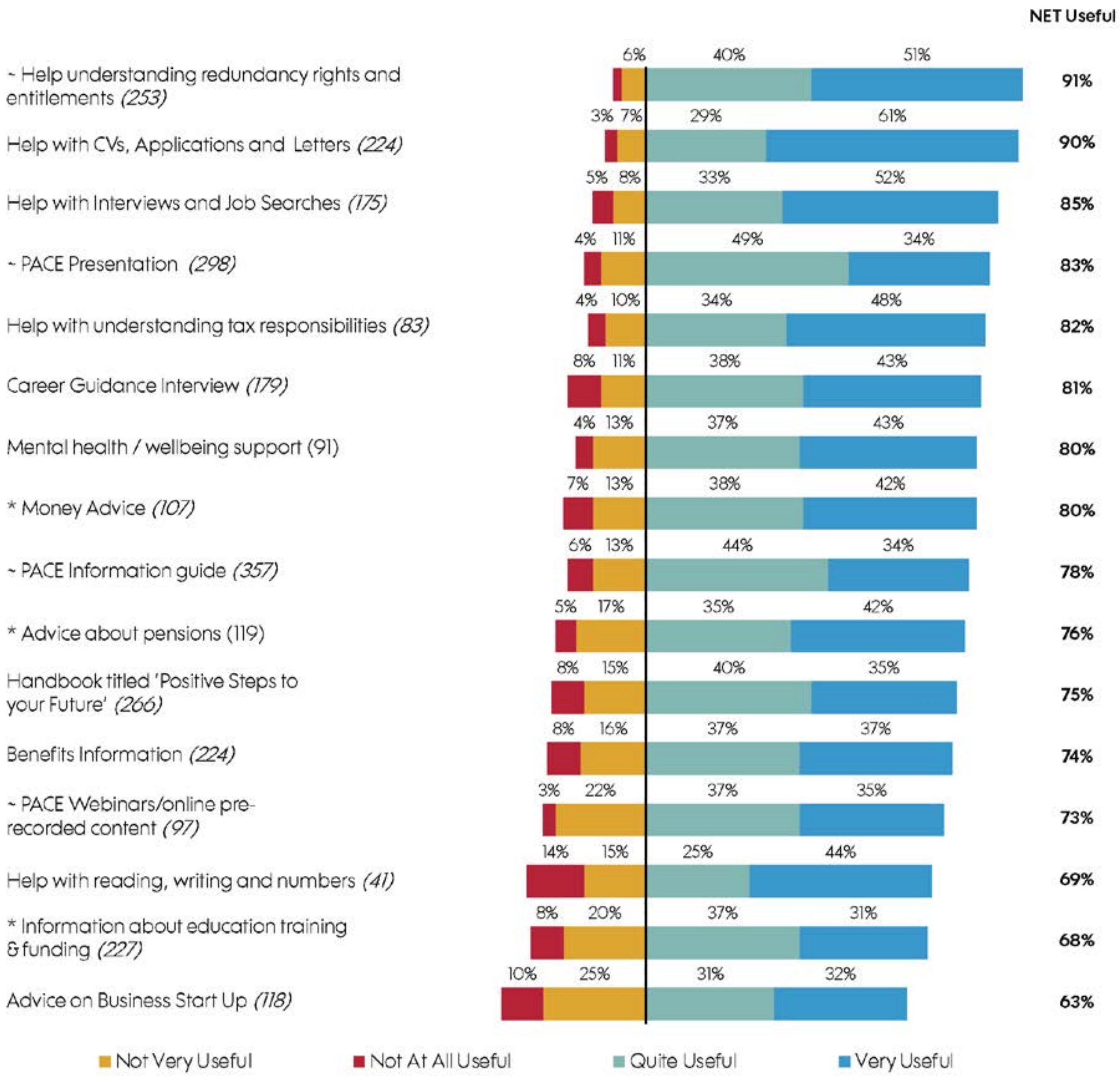
The top three services ranked most highly for usefulness were the same as those ranked most highly for relevance. These were help understanding redundancy rights and entitlements (91% who used this found it useful), help with CVs/applications/letters (90%), and help with interviews/job search strategies (85%).

The services which fewer users found to be useful were advice on business start-up (63%), information about education, training and funding (68%) and help with reading, writing and numbers (69%).

There were two notable changes compared with the 2022 survey. In 2024, fewer clients rated the help received with understanding tax responsibilities to be useful (82% vs. 95% in 2022), and fewer rated information about education, training and funding as useful (68% vs. 77% in 2022).[7]

7 Differences in the wording of this service should be noted. See Footnote 6 for more information.

Figure 3.4. Usefulness of materials provided through PACE services



Base: All clients accessing each service: sample size for each row shown in chart
~ signifies a new service added in 2024 and * signifies a service with a wording change in 2022 – see Appendix A for details of these. Labels lower than 3% not shown.

Perceptions of the usefulness of several services varied by gender, with men consistently less positive than women. Female clients were more likely than male clients to find the following services useful: help with CVs/applications/letters (97% vs. 86%), help with interviews/job search strategies (91% vs. 80%), career guidance interview (90% vs. 73%), money advice (90% vs. 73%) the PACE information guide (84% vs. 73%), the 'Positive Steps to your Future' handbook (83% vs. 72%), and PACE webinars/online pre-recorded content (83% vs. 72%).

Clients with a health condition or learning difficulty were less likely to feel the PACE information guide was useful (66%), mirroring the less positive ratings this group gave for satisfaction with, and the perceived relevance of this service to them.

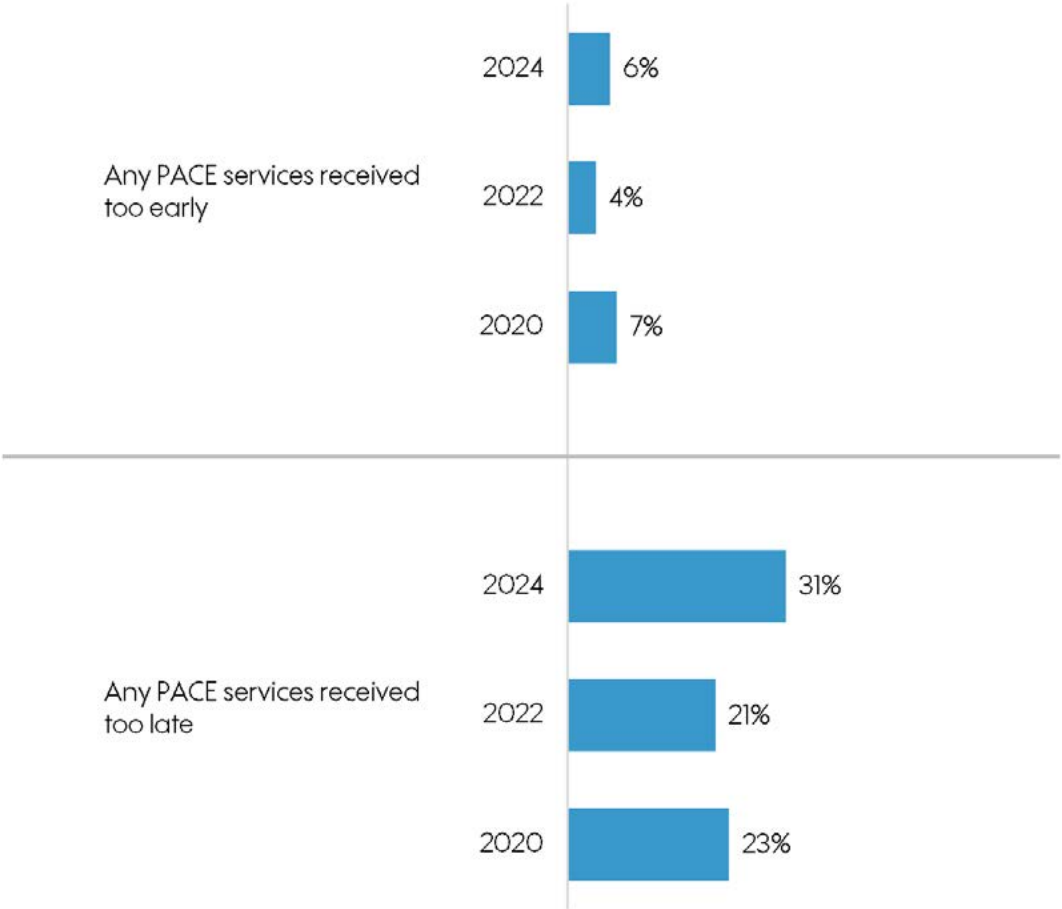
The minority (12%) of clients whose employer used private sector companies for redundancy support services were asked whether these services or PACE had helped most in their life and career since redundancy. The views were mixed. A quarter (25%) said PACE services were more helpful, 14% said the other services were more helpful, 39% said both were equally helpful and 18% said neither were particularly helpful. The pattern of views was similar to in 2022.

Client views on the timing of PACE services

Another key indicator of satisfaction with PACE services is whether clients feel they were provided at the right stage of their redundancy. Clients were asked whether they felt support was offered too early, too late, at around the right time, or at the perfect time for them. Figure 3.5 presents the findings over time.

Only 6% reported receiving at least one of the PACE services too early, a similar proportion to 2022 (4%). Around three-in-ten (31%) reported any PACE services being received too late. This was an increase from the 21% in 2022, which had been the lowest score recorded on this since the measure began in 2010. The score of 31% in 2024 is a return to the levels seen a decade ago in 2014, though it should be noted that the number of PACE services respondents were prompted with in the survey increased from 13 in the 2022 survey to 16 in the 2024 survey.

Figure 3.5. Proportion of clients feeling that any PACE services were delivered too early or too late, over time



Base: All clients: 2024 (525); 2022 (852); 2020 (729).

Table 3.1 and Table 3.2 below present clients' views on the timing of each specific PACE service received. The services where over three-quarters considered the timing to be good are shown in Table 3.1 and the services were three-quarters or fewer considered the timing to be good are shown in Table 3.2. 'Good timing' was a net summary of two answer options, 'timing perfect' or 'time about right'.

The highest ranked services in terms of timing of delivery were help understanding redundancy rights and entitlements (82% felt the timing was good) and mental health/wellbeing support (80%).

Table 3.1. Client views on the timing of PACE services – higher ranked services

	Base	Timing perfect	Timing about right	Too early	Too late	Don't know / Prefer not to say	NET: Good timing (perfect or about right)
Help understanding redundancy rights and entitlements	253	30%	51%	2%	16%	1%	**82%**
Mental health / wellbeing support	91	30%	50%	1%	18%	1%	**80%**
Help with CVs, applications and letters	224	28%	50%	2%	17%	2%	**79%**
Help with reading, writing and numbers	41	31%	47%	5%	17%	0%	**78%**
Advice about pensions	119	29%	49%	4%	17%	1%	**78%**
Benefits Information	224	27%	50%	4%	17%	2%	**77%**
Handbook titled 'Positive Steps to your Future'	266	26%	51%	4%	17%	2%	**77%**
Help with interviews and job search strategies	175	27%	50%	5%	16%	2%	**76%**

The lowest ranked services in terms of timing of delivery were PACE webinars/pre-recorded online content (70% felt the timing was good), the PACE information guide (72%), and the career guidance interview (73% felt timing was good). The services which were most likely to be reported as being received too late were PACE webinars/online pre-recorded content (24%) and the PACE presentation (23%). The latter result is somewhat problematic given that the PACE presentation is likely to often be the client's first point of contact with the PACE suite of resources (along with the information guide).

Table 3.2. Client views on the timing of PACE services – lower ranked services

	Base	Timing perfect	Timing about right	Too early	Too late	Don't know / Prefer not to say	NET: Good timing (perfect or about right)
Help with understanding tax responsibilities	83	33%	41%	4%	18%	4%	**75%**
Advice on Business Start-up	118	32%	43%	3%	17%	4%	**75%**
Money Advice	107	27%	48%	3%	19%	3%	**75%**
Information about education, training and funding	227	26%	49%	2%	20%	4%	**74%**
PACE Presentation	298	24%	50%	3%	23%	1%	**74%**
Career Guidance Interview	179	26%	46%	4%	21%	2%	**73%**
PACE information guide	357	21%	51%	6%	20%	2%	**72%**
PACE webinars / online pre-recorded content	97	26%	45%	3%	24%	3%	**70%**

Results indicate that several services were not received in as good time as they were in 2022 including: help with reading, writing and numbers (78% felt the timing was good vs. 96% in 2022) [8] , help with understanding tax responsibilities (75% vs. 90%), help with interviews/job search strategies (76% vs. 85%), money advice (75% vs. 85%), and career guidance interviews (73% vs. 83%).

It is worth noting that, when considering clients' views on timeliness, there was an increase from 2022 to 2024 in the proportion of clients being helped by PACE that were involved in insolvency situations. Insolvency situations make it more difficult for PACE to offer services quickly. It cannot be said for certain, however, that this contributed to the increase in clients reporting that services were being offered too late.

Existing and preferred format for receiving PACE services

In 2022, questions were introduced inviting clients to feed back on the formats in which they had received PACE services and how they would prefer to access services in the future. The majority of PACE services moved to a remote or virtual service as a result of the COVID-19 pandemic, resulting in a reduction in the proportion of clients receiving face-to-face services over the two years preceding the 2022 survey. In the 2024 survey, the proportion receiving face-to-face services has bounced back, such that the majority of services were delivered through this channel rather than by phone or online (Table 3.3).

A minority of clients said they accessed each PACE service online, ranging from around one-in-ten (9%) clients who said their career guidance interview was conducted online, to a quarter (25%) who said their mental health/wellbeing support was provided online. The exception to this pattern was PACE webinars/online pre-recorded content, where, understandably, the majority (74%) had accessed this service online. PACE services were not often provided by phone. Generally, fewer than one-in-ten accessed each service through this channel. The exceptions to this, and the services most likely to be received over the phone, were mental health/wellbeing support (13%), help with CVs/applications/letters (12%), and information about education, training and funding (12%).

8 Please note the base for 'help with reading, writing and numbers' was 41 in 2024 so this result should be treated with caution.

Table 3.3. Existing channel for PACE service delivery

	Base (2024)	Face-to-Face		Phone		Online	
		2022	2024	2022	2024	2022	2024
Career guidance interview	179	17%	82%	72%	11%	22%	9%
Advice on business start-up	118	22%	78%	47%	5%	42%	18%
Help with understanding tax responsibilities	83	11%	77%	46%	7%	52%	19%
Help with reading, writing and numbers	41	15%	77%	29%	3%	56%	15%
* Advice about pensions	119	21%	76%	42%	6%	43%	17%
Help with interviews and job schemes	175	17%	76%	60%	8%	39%	17%
Help with CVs, applications and letters	224	17%	75%	54%	12%	48%	19%
~ PACE Presentation	298	-	75%	-	3%	-	20%
Handbook titled 'Positive Steps to your Future'	266	23%	74%	28%	5%	48%	18%
* Money advice	107	19%	73%	47%	9%	43%	17%
* Information about education, training and funding	227	18%	72%	61%	12%	41%	17%
Benefits information	224	18%	71%	57%	8%	37%	19%
~ PACE Information Guide	357	-	68%	-	9%	-	22%
~ Help understanding redundancy rights and entitlements	253	-	68%	-	9%	-	23%

	Base (2024)	Face-to-Face		Phone		Online	
		2022	2024	2022	2024	2022	2024
Mental health / well-being support	91	18%	66%	45%	13%	49%	25%
~ PACE webinars / online pre-recorded content	97	-	35%	-	2%	-	74%

Base: All clients accessing each service: sample size for each row shown in table. Note 'don't know' responses are not shown. Clients could select more than one format. ~ signifies a new service added in 2024 and * signifies a service with a wording change in 2022 – see Footnote 6 for details of these.

There were substantial increases in the proportion of clients accessing PACE services face-to-face (where these services were covered in both surveys). Between two-thirds and four-fifths received each service face-to-face in 2024 compared with just one-tenth to a quarter in 2022. The largest increase in face-to-face use of a PACE service was found for help with understanding tax responsibilities, increasing from 11% accessing this service face-to-face in 2022 to 77% in the 2024 survey.

Conversely, there were substantial reductions in the proportion of clients accessing each PACE service online and by phone. The largest reduction in online use of a PACE service was found for help with reading, writing and numbers, decreasing from 56% accessing this service online in 2022 to 15% in the 2024 survey. The largest reduction in phone access to a PACE service was for the career guidance interview, decreasing from 72% accessing this service by phone in 2022 to 11% in the 2024 survey.

Clients were also invited to indicate their preferred channel for accessing services (Table 3.4). Note, respondents could choose more than one preferred channel for each service. There was a preference for delivery of all services face-to-face (except for the PACE webinars/online pre-recorded content), ranging from 75% preferring this channel for help with reading, writing and numbers, and advice on business start-up, to 91% preferring the career guidance interview face-to-face.

In terms of preference for online services, this was understandably highest for PACE webinars/ online pre-recorded content (58%). Beyond this, preferences for online delivery of PACE services ranged from just 5% for the career guidance interview, to 25% for business start-up advice. There was not much appetite for services to be provided by phone, with fewer than one-in-ten receiving each service stating this as their preferred channel of delivery.

Table 3.4. Channel preferences for future access to PACE services

	Base (2024)	Face-to-Face		Phone		Online	
		2022	2024	2022	2024	2022	2024
Career guidance interview	179	60%	91%	34%	8%	15%	5%
Help with CVs, applications and letters	224	60%	87%	27%	7%	28%	10%
Help with interviews and job schemes	175	60%	85%	28%	5%	24%	11%
Mental health / wellbeing support	91	61%	85%	27%	8%	29%	10%
Help with understanding tax responsibilities	83	48%	83%	29%	6%	36%	16%
~ Help understanding redundancy rights and entitlements	253	-	80%	-	6%	-	15%
* Money advice	107	61%	78%	21%	7%	28%	15%
~ PACE Presentation	298	-	78%	-	2%	-	21%
Benefits information	224	50%	78%	19%	4%	29%	20%
Handbook titled 'Positive Steps to your Future'	266	45%	78%	17%	4%	39%	19%
* Information about education, training and funding	227	50%	77%	33%	7%	30%	19%
* Advice about pensions	119	55%	76%	28%	6%	24%	19%
Advice on business start-up	118	64%	75%	21%	3%	27%	25%
~ PACE Information Guide	357	-	75%	-	6%	-	21%

	Base (2024)	Face-to-Face		Phone		Online	
		2022	2024	2022	2024	2022	2024
Help with reading, writing and numbers	41	50%	75%	15%	6%	38%	22%
~ PACE webinars / online pre-recorded content	97	-	41%	-	3%	-	58%

Base: All clients accessing each service: sample size for each row shown in chart. Note 'don't know' responses are not shown. Clients could select more than one format. ~ signifies a new service added in 2024 and * signifies a service with a wording change in 2022 – see Footnote 6 for details of these.

Preferences in 2024 had shifted considerably since 2022 towards a return to face-to-face delivery. Views in 2022 were likely to have been heavily influenced by the COVID-19 pandemic, since analysis of the results in that survey showed that views were quite different between clients whose engagement was pre- or post-lockdown in March 2020; this should be kept in mind when interpreting the trends.

For almost all of services that were included in both the 2024 and the 2022 survey, there was an increase in preference for the face-to-face delivery channel. The largest increase in face-to-face preference was observed, for help with understanding tax responsibilities, rising from 48% of users preferring face-to-face delivery in 2022 to 83% in the 2024 survey. It is notable that around two-thirds (66%) of clients received face-to-face mental health and wellbeing support services in 2024, but 85% said this was their preferred option.

There were also some variations in channel preferences by age. Those aged under 40 were more likely than their counterparts aged 50 and over to have preferred online delivery of the PACE information guide and presentations (27% vs. 16% for both). Those aged 50 and over were also more likely than average to like specific services delivered face-to-face including information about education, training and funding (84% vs. 77% overall), help with CVs/ applications/ letters (93% vs. 87%) and help understanding redundancy rights and entitlements (86% vs. 80%).

Clients with any health condition were also less likely than average to say they would prefer information about redundancy rights and entitlements to be delivered face-to-face (68% vs. 80%).

In terms of socio-economic status, those at grade C2 and D/E were more likely than average to express a preference for face-to-face delivery of the PACE information guide (85% and 83% respectively, vs. 75% overall) and the PACE presentation (92% and 86% respectively, vs. 78% overall).[9] Those at grade D/E were also more likely to express a preference for face-to-face delivery of:

- help with interviews/job search strategies (98% vs. 85%)
- help with CVs/applications/letters (93% vs. 87%)
- the handbook titled 'Positive Steps to Your Future' (87% vs. 78% overall)
- information about education, training and funding (86% vs. 77%)
- benefits information (86% vs. 78%).

9 Note a relatively low sample size of 49 respondents at grade C2 for the PACE presentation.

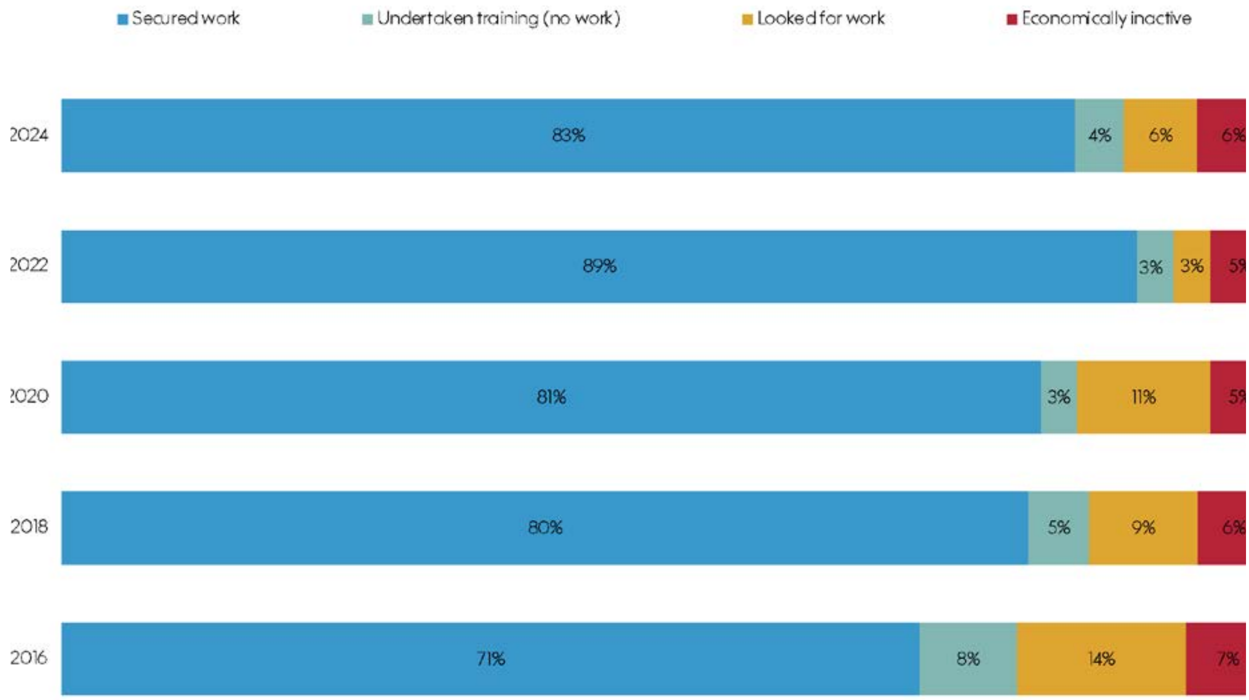
4 Post-redundancy outcomes and the influence of PACE

Chapter summary

This chapter explores the post-redundancy outcomes for PACE clients, including their employment outcomes, any further training and development undertaken and their overall satisfaction. Below is a summary of findings from the chapter.

- Four-fifths (83%) of PACE clients had secured work by the time of interview, a lower proportion than in 2022 (89%). However, clients were more likely, when compared with 2022, to have secured this work before their redundancy (19% vs 12%).
- The majority of clients who secured employment were employed on a permanent contract (78%) and on a full-time basis (80%) and most of this group were in roles that required the same or higher level of skills (75%), responsibility (69%) and pay (61%).
- In line with results in 2022, nearly two-fifths of clients (39%) said that PACE helped at least a little in securing their post-redundancy role. However, the majority (59%) reported that PACE made no difference.
- Around a quarter of clients (23%) had undertaken training or development, other than through PACE, since being made redundant.
- Two-fifths of clients (43%) said PACE improved their confidence in getting a job while around a third reported the service had improved their overall career prospects and the skills needed to apply for jobs (36% and 34% respectively). Three-in-ten clients (30%) reported PACE had improved their mental health and wellbeing during redundancy.
- When asked what was missing from PACE, the most common response was that no improvements were needed (17%). This was followed by suggestions of more personalised/specific one-to-one help (13%) and more follow-up help/ongoing support (11%).
- Overall satisfaction remains high – 79% of clients were satisfied, similar to the proportion satisfied in both 2022 (75%) and 2020 (82%). Two-thirds (66%) said the service met, or exceeded their expectations, and around three-quarters (77%) said they were likely to recommend PACE to others.

Figure 4.1. Post-redundancy work outcomes for PACE clients – comparisons of 2016 – 2024 New Client Surveys



Base: All: 2024 (525); 2022 (852); 2020 (736); 2018 (1,065); 2016 (1,045).

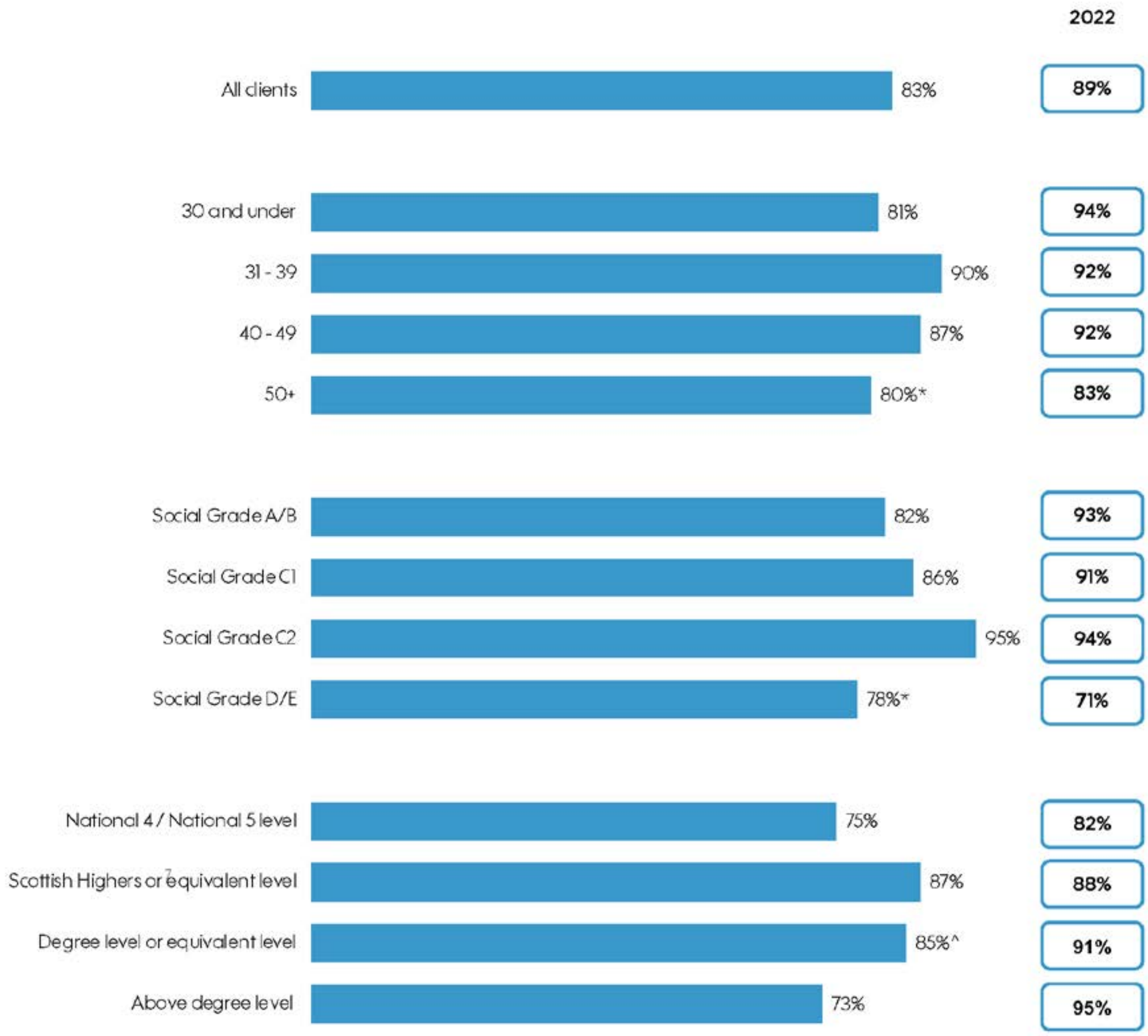
This chapter examines the employment situation of clients who received PACE services from January 2022 to January 2024, at the point they were interviewed in February and March 2024. It explores the influence that PACE services had on employment outcomes and some of the wider benefits clients felt they gained from their participation. It also considers their overall satisfaction with the service.

Post-redundancy work outcomes

Overall, 83% of clients had secured work either before or after being made redundant, a decrease from 89% in 2022 but in line with 2020 levels (81%). However, clients were more likely to secure this work prior to their redundancy compared with 2022 (19% vs. 12% in 2022). A lower proportion secured work post-redundancy compared with 2022 (65% vs. 77%).

As shown in Figure 4.2, results varied by age group. Those aged 50 and over were less likely to have secured work before or after their redundancy (80% vs. 83% overall). Compared with the 2022 survey, there was a reduction in the proportion of clients aged 30 and under securing work (81% vs. 94% in 2022).

Figure 4.2. Proportion of clients securing work split by age, social economic grade and highest level of qualification - 2024 (bars) vs. 2022



Base: All clients 2024 (525); 2022 (852). Subgroup bases range from 48 for Above degree level to 243 for those aged 50 and over. Qualifications below National 4 / National 5 (26), qualifications above degree level (48) and job specific qualifications (13) excluded due to low base size. * indicates significant difference from the average or between years for 2022 comparisons. ^ indicates a base size between 30 and 49.

There was also variation by socio-economic grade, with those at Grade C2 most likely to have secured work (95%) and those at Grade D/E least likely to have done so (78%). Compared with 2022 results, those at Grade A/B saw the largest decrease in terms of the proportion securing work (11 percentage points).

Clients whose highest level of qualification was at National 4/National 5 or equivalent were less likely than average to have secured work (75%).

Clients who reported living with any health condition or learning difficulty were also less likely to have secured work before or after being made redundant (72% vs. 83% on average).

Among those who secured work after being made redundant, the majority (70%) had done so within the first three months of being made redundant. A further 21% secured work between three and six months after being made redundant (meaning just over nine-in-ten (91%) secured work within six months), while 9% took longer than six months to secure work (down from 26% in 2022). The proportions in 2024 represent a return to the levels seen in 2020, when these figures stood at 73%, 18% and 9% respectively.

Characteristics of post-redundancy employment

Among clients who secured work with an employer before or after redundancy, nearly nine-in-ten (87%) were in contracted work – 78% on a permanent contract, 6% on a fixed-term contract lasting 12 months or longer and 3% on a fixed-term contract lasting less than a year.[10] A further 3% were on a zero-hours contract, 2% were carrying out temp work, 2% were working on a casual or seasonal basis and 6% were unsure. Male clients were more likely to have secured employment on a permanent contract than female clients (83% vs. 69% of female clients). Clients with a health condition or learning difficulty were less likely to be employed on a permanent contract (63% vs. 78% on average).

In line with 2022, 80% of those that secured work were employed on a full-time basis, while 18% were employed part-time. Male clients again were more likely to be in full-time employment than female clients (91% vs. 62% of female clients). Those aged 50 and over were also less likely to be employed on a full-time basis (71% vs. 89% of those under 40 and 88% of those aged 40 to 49).

Figure 4.3 illustrates how clients who had secured work with an employer or self-employment following their redundancy assessed the characteristics of their employment (relative to the job they were made redundant from) in terms of skill levels, their level of responsibility and pay. It also compares these results to previous waves of the survey.

In terms of skill level, three-quarters (75%) reported that their new role required at least the same level of skill to the job they were made redundant from, with 39% mentioning a higher skill requirement. Around a fifth (22%) were in roles that required a lower skill level. Clients in Grade D/E were more likely to have secured a lower skilled role (32% vs. 22% on average).

Seven-in-ten (69%) reported at least the same level of responsibility as their pre-redundancy role, with 42% reporting a higher level of responsibility. Three-in-ten (29%) said their level of responsibility was lower in their post-redundancy role.

Three-fifths (61%) reported that their post-redundancy role was at the same level of pay or higher as the role they were made redundant from, with (39% reporting higher pay.

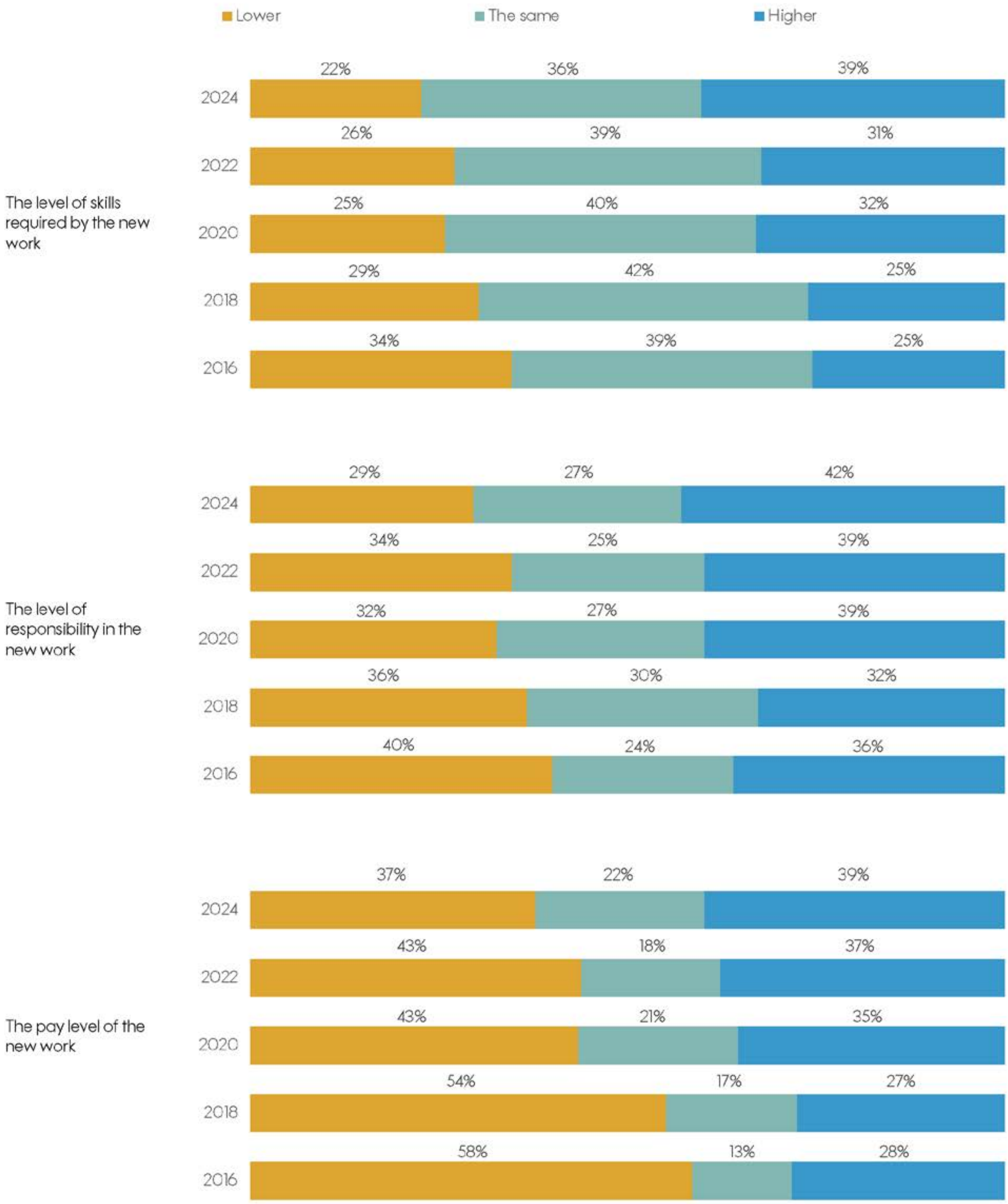
Across all three sets of characteristics, clients aged 50 and over were less likely to report improvements.

- 31% of those aged 50 and over had secured a job requiring a higher level of skills, compared to 46% of those aged under 40 and 43% aged 40 to 49
- 35% of those aged 50 and over had found a job with higher levels of responsibility compared to 53% of those aged under 40 [11]

10 The wording of the options at this question was amended in 2024.

11 In this case there was no statistically significant difference between those aged 50 and over and 40 to 49 (40%) in terms of the proportion reporting higher levels of responsibility in their post-redundancy job. Under 40s were more likely than both of these groups to report this.

Figure 4.3. Change in level of skill, responsibility and pay in post-redundancy role, over time



Base: All who secured work either pre-redundancy or after made redundant (including self-employment) 2024 (398); 2022 (722); 2020 (567); 2018 (784); 2016 (741).

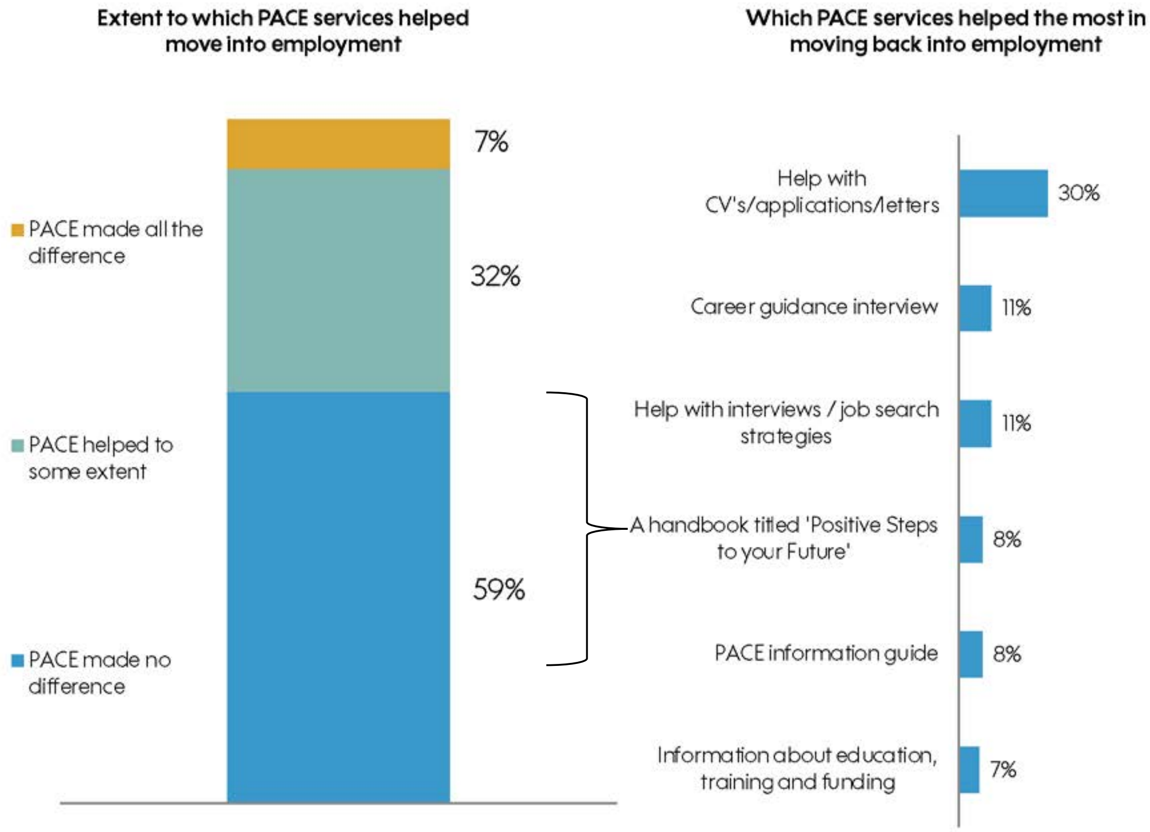
- 26% of those aged 50 and over had found a higher paid job compared to 53% of those aged under 40 and 45% aged 40 to 49.

As shown in Figure 4.3, changes to clients' level of skill, responsibility and pay in their post-redundancy role remain consistent with 2022 levels, with the exception of the proportion reporting a higher level of skill, which increased compared with 2022 (39% vs. 31% in 2022). However, all three measures have seen an overall trend of improvement over time. Those reporting a higher level of skill saw the greatest increase of 14 percentage points since 2016, while the proportions of clients with higher levels of pay and responsibility increased by 12 and 10 percentage points respectively since 2018.

Clients who had secured work were also asked whether their post-redundancy role was in the same sector or a different sector to the role they were made redundant from.[12] Around half (51%) had secured a job in a different sector while 48% were working in broadly the same sector (24%), or exactly the same sector (24%). These results were similar to those in the 2022 and 2020 surveys.

12 In 2024, the wording of this question changed from 'industry' to 'sector'.

Figure 4.4. Extent to which PACE services were perceived to have helped in the process of finding work – 2024 New Client Survey



Base: All who secured work either pre-redundancy or after made redundant (398); All who said PACE services helped move back into employment (159). Responses selected by fewer than 5% not charted.

The influence of PACE services on the move back to work

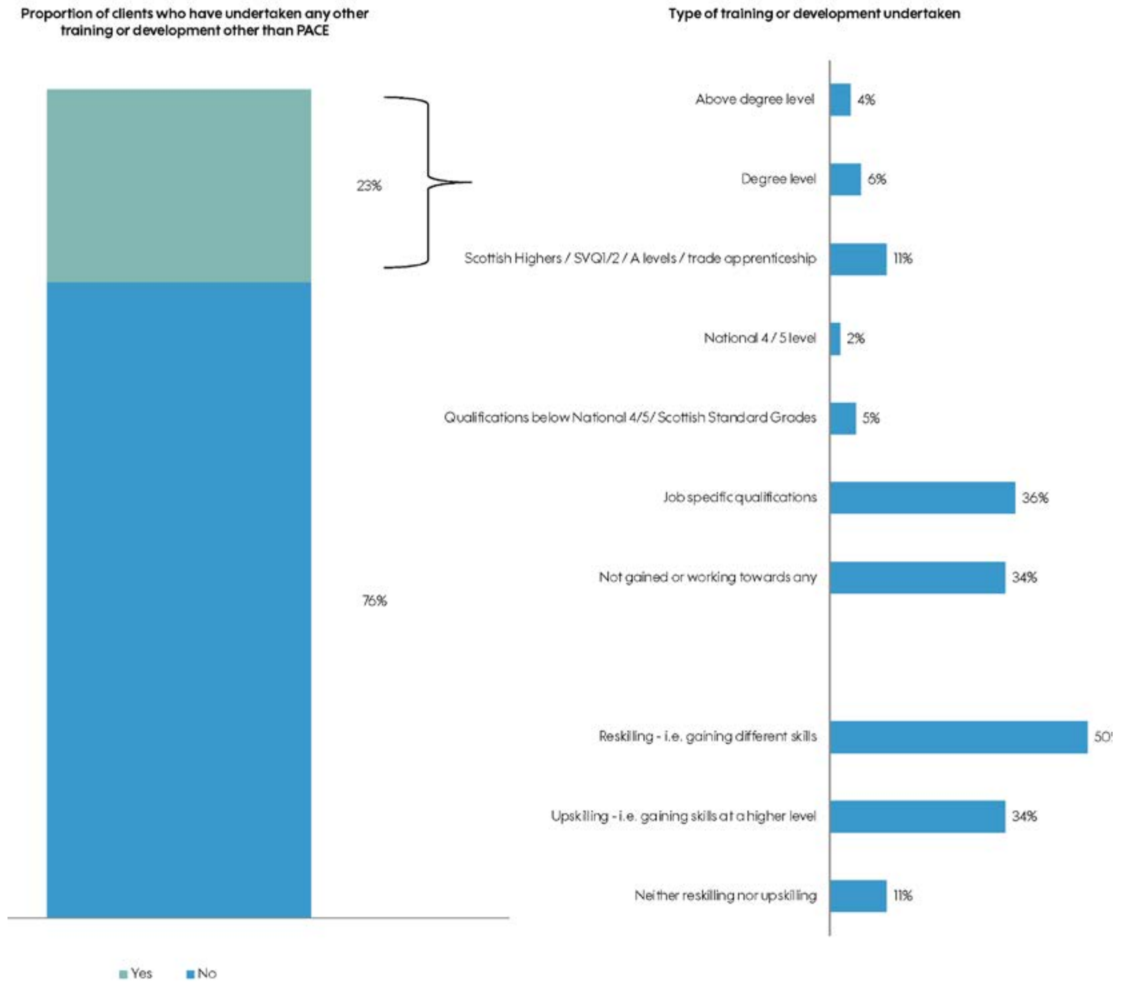
Clients who had entered employment were asked how helpful the PACE service had been in securing this role. As shown in Figure 4.4, nearly three-fifths (59%) said that PACE made no difference, 39% said it had helped at least to some extent, including 7% reporting that PACE made all the difference. These results were in line with findings from 2022.

In terms of demographic differences, clients aged under 40 were more likely to say that PACE helped at least to some extent (48% vs. 39% on average). Female clients were less likely to report that the PACE service made no difference in securing their post-redundancy role (52% vs. 59% on average).

Unsurprisingly, those that were satisfied with the PACE service overall (48%) and those that were likely to recommend PACE to others (48%) were more likely to report that PACE helped at least to some extent. Whereas those who felt that they had received any services too late were more likely to report that PACE made no difference (76%).

Those who felt PACE services had helped them secure their role were asked which service was most helpful. Help with CVs/applications/letters was the most commonly cited as the most helpful service (30%), followed by career guidance interviews (11%) and help with interviews/job search strategy (11%). The proportion reporting information about education, training and funding as the most helpful service dropped markedly from 23% in 2022 (the second most common) to 7% in 2024.

Figure 4.5. Proportion of clients who have undertaken any other training or development other than through PACE



Base: Those who are not in education or training (513); All who have undertaken training and development other than PACE (135). helped move back into employment (159). Responses selected by fewer than 5% not charted.

Engagement with learning, training and development post-redundancy

As shown in Figure 4.5, just under one-in-four clients (23%) had undertaken training or development, other than through PACE, since their redundancy. This represents a decrease from 2022 (33%) and marks a return to 2020 levels (21%), suggesting the decline in clients accessing other training may have been a consequence of COVID-19 in the 2022 survey. Clients aged 31 to 39 were most likely to have undertaken training (34% vs. 23% on average), as were those in Social Grade C1 (30% vs. 23% on average).

Those who had undertaken any training or development other than PACE were asked whether this training was reskilling (i.e. gaining different skills) or upskilling (i.e. gaining skills at a higher level). Half (50%) of clients reported that this training was reskilling, 34% reported upskilling and 11% said this was neither reskilling nor upskilling. Clients were more likely to report undertaking reskilling in 2024 (50% vs. 37% in 2022).

Clients in this group were also asked what type of qualification they were working towards within this training. Most commonly clients were working towards job-specific qualifications (36%) or stated that the training did not involve working towards any qualification (34%). In line with results from 2022, the most common type of qualification worked towards were Scottish Highers or SVQ (Scottish Vocational Qualification) Level 1/2 or equivalent (11%), followed by degree-level qualifications (6%). Male clients were more likely to be working towards job-specific qualifications (48% vs. 15% of female clients) while female clients were more likely not to be working towards any qualifications (51% vs. 24% of male clients).

The influence of PACE on client motivation and confidence

All clients were asked to rate the extent PACE services had influenced their confidence in getting a job, their overall career prospects, the skills needed to apply to jobs and mental health/wellbeing during redundancy. The results for each aspect are shown in Figure 4.6.

As in 2022, the most commonly reported aspect clients reported an improvement for was their confidence in getting a job, with 43% reporting any improvement (12% said this improved greatly). The next most common was clients' overall career prospects where 36% reported any improvement (10% improved greatly). Younger clients were more likely to see improvement (45% of clients aged under 40 vs. 30% of clients aged 50 and over), while older clients were more likely to report no change to their career prospects (63% of those aged 50 and over vs. 49% of under 40s).

Mental health and wellbeing during redundancy was the least likely aspect to have improved – 30% reported any improvement, while 60% reported no change and 8% said their mental health and wellbeing had worsened, a higher proportion than for any other aspect covered. Those with any health condition or learning difficulty were twice as likely to say PACE influenced the worsening of their mental health (16%). [13] In contrast, those aged 31 to 39 were more likely to say that their mental health and wellbeing improved greatly as a result of PACE services (15% vs. 9% on average).

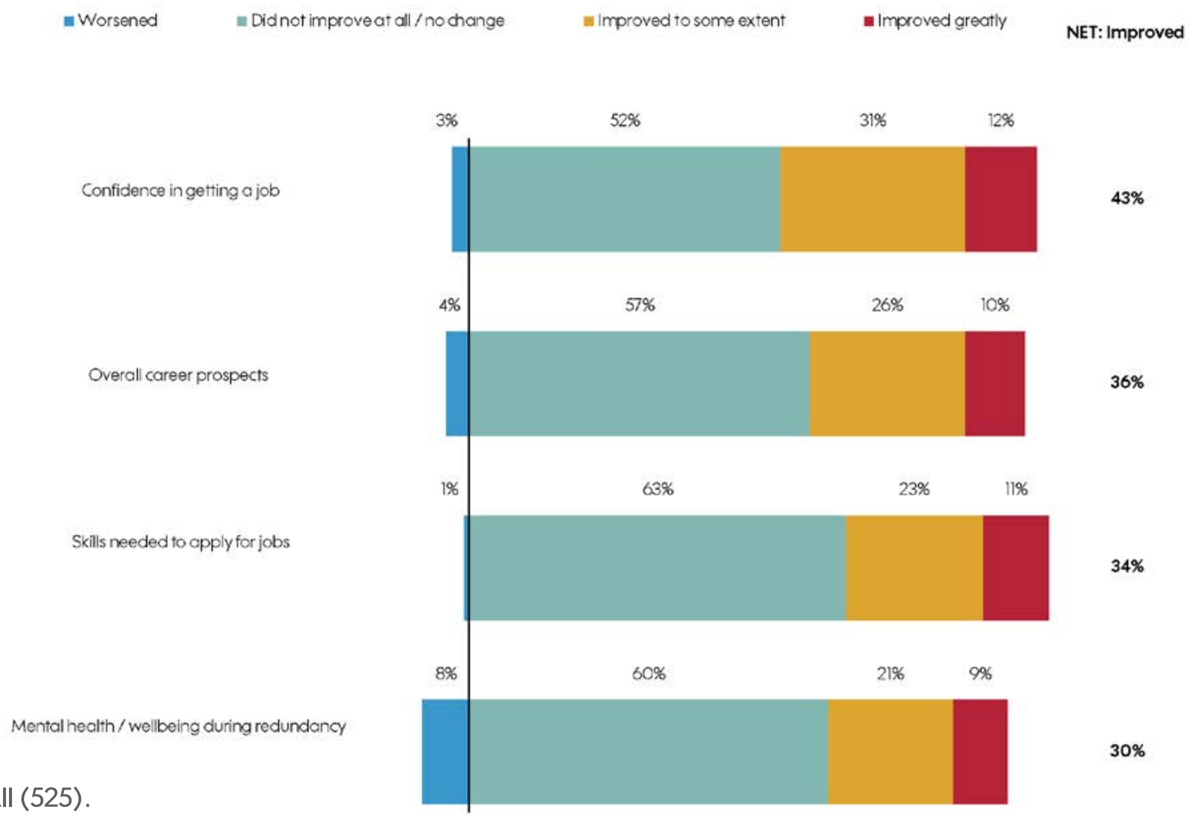
Clients who accessed PACE services for more than three months were more likely to report each of the four measures improving. For example, 73% reported increased confidence in getting a job and 55% reported increased overall career prospects (vs. 43% and 36% on average respectively).

Similarly, those who received any PACE services too late were less likely to report an improvement in each of the four aspects. For example, one-in-five (20%) of those who received any services too late reported improved mental health and wellbeing (vs. 30% on average).

Clients that had received the PACE presentation or information guide, alongside other PACE services, were more likely than the average to report improvement across all four measures. This was most apparent when looking at the skills needed to apply for jobs (39% vs. 34% average).

13 Note, for those with a mental health condition specifically, this increased to 26% (though note a low sample size of 37 respondents).

Figure 4.6. Improvements associated with PACE



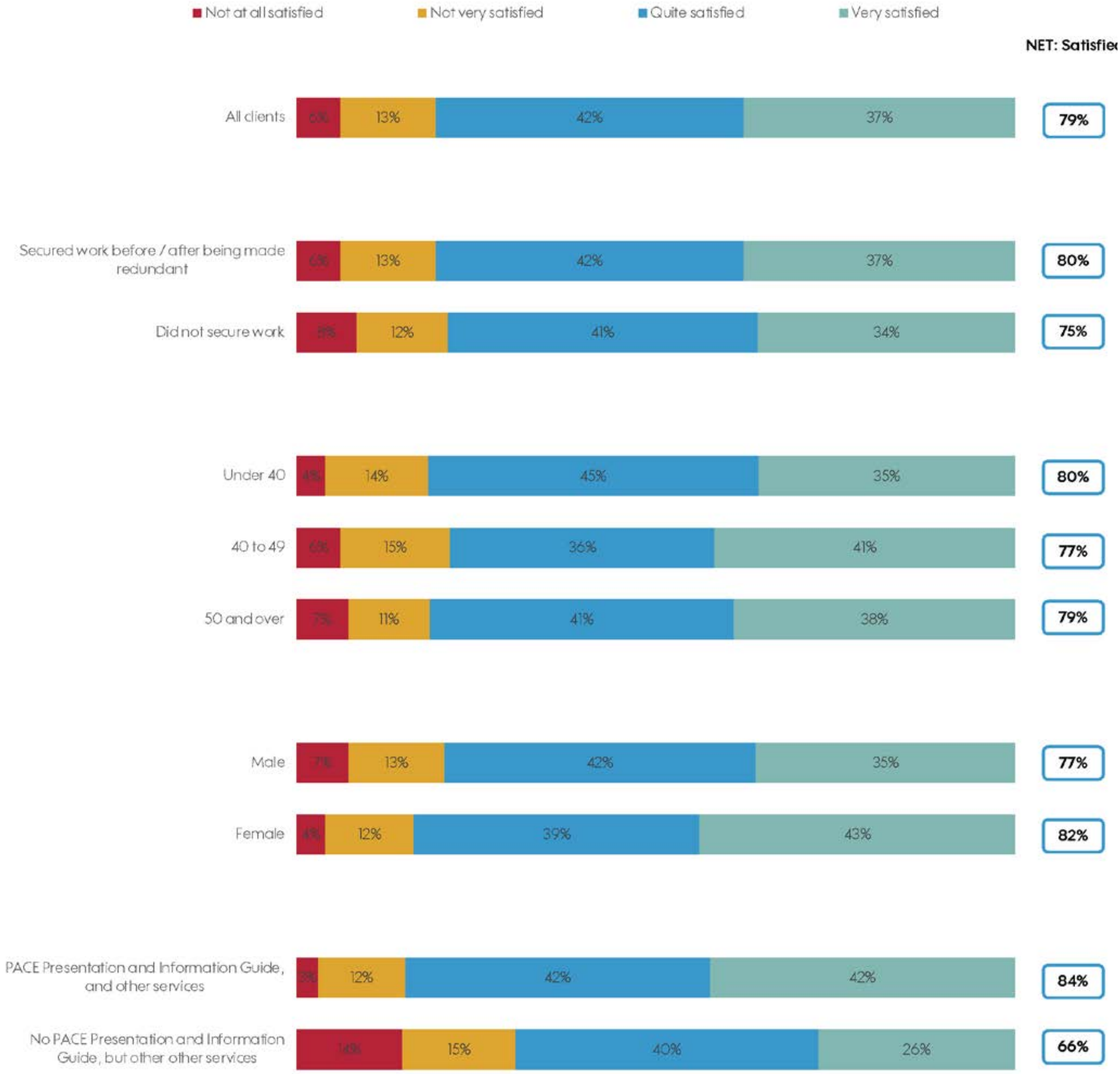
Base: All (525).

What was missing from PACE

Clients were asked what they believed the PACE service was missing. This question asked for their unprompted responses. The most common response was that there was nothing missing from the service (17%), an increase from 2022 when this was the third most common response (12%). The second most common response was more personalised/specific/one-to-one help (13%), in line with results from 2022.

Those reporting that the service needed more follow-up help/ongoing support decreased from 2022 (11% vs. 16% in 2022), however a higher proportion reported that PACE started too late in the redundancy process (7% vs. 4% in 2022). The suggestion of more follow-up help/ongoing support was more common for those living with a health condition or learning difficulty (19%) and clients in Social Grade D/E (17%).

Figure 4.7. Overall satisfaction with PACE services



Base: All (525). Subgroup bases range from 90 for those who did not secure work to 435 for those that secured work.

Satisfaction with the overall experience of PACE

As shown in Figure 4.7, overall satisfaction with the PACE service remains high and is in line with 2022 levels. 79% of clients were satisfied overall, with 37% very satisfied and 42% quite satisfied. Just under one-in-five (19%) were dissatisfied. There were no differences by age, ethnic group or employment status, however female clients were more likely to report being very satisfied (43% vs 37% on average). Clients that received any services too late were less likely to be satisfied (61% vs 87% of those who did not).

Clients who received the PACE presentation or information guide alongside other services were more likely to be satisfied than those who did not receive the PACE presentation or information guide but did access other services (84% vs. 66%).

The proportion reporting that PACE met their expectations or exceeded them remains high and is in-line with 2022 levels. Two thirds (66%) reported this – 47% reported it met expectations and 19% reported it exceeded expectations.

As with satisfaction levels, those who received the PACE presentation or information guide alongside other services were more likely to have had their expectations met or exceeded, compared with those who did not receive the PACE presentation or information guide (72% vs 52%). Those who received PACE support for a longer period of time (3 months or longer) were also more likely to have had their expectations exceeded (34% vs 19% overall).

Clients were also asked how likely they were to recommend the PACE service to others. More than three-quarters (77%) were likely to recommend PACE (44% very likely and 33% quite likely), while a fifth (20%) would not recommend PACE. This is a lower proportion than in the 2022 survey, where 82% reported they were likely to recommend PACE to others.

Again, those who reported receiving the PACE Presentation or information guide alongside other services were more likely than those who only received other services to recommend PACE (83% vs. 66%). Furthermore, those who spent three months or longer receiving support from PACE were more likely to recommend the service (92% vs. 77% overall).

This chapter presents findings from the Longitudinal Survey of 250 clients previously interviewed for the 2022 new clients' study.

The results are weighted to the population of the client cohort from which these longitudinal respondents were originally sampled (i.e. those who received PACE services from January 2020 to 2022), which is a change from previous longitudinal studies, where data was unweighted. Caution should therefore be taken when comparing results for this longitudinal cohort with those of previous waves of the survey. This chapter examines the longer-term labour market outcomes of recipients of PACE services. It also explores the influence of PACE on individuals' careers and engagement with education, as well as on their confidence and motivation more broadly.

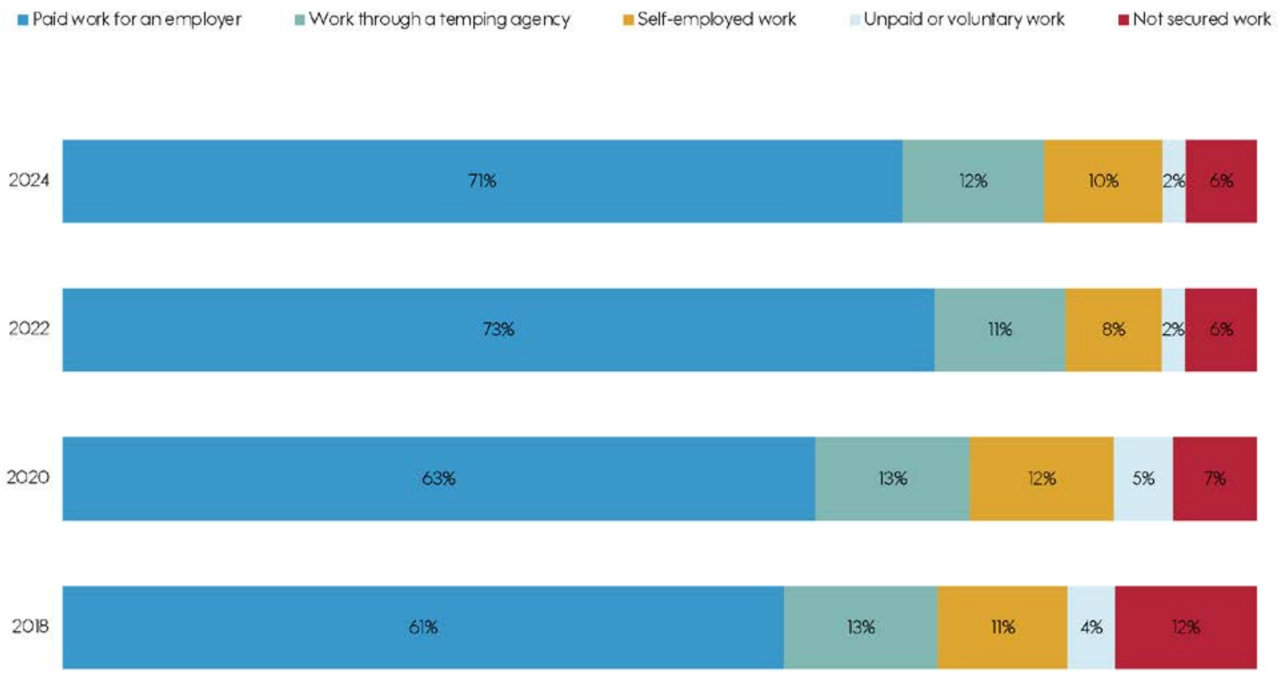
5 Post-redundancy outcomes and the influence of PACE – Longitudinal Survey

Chapter summary

The findings in this chapter are based on clients who took part in the 2024 Longitudinal Survey, following up those that accessed PACE services in the period of January 2020 to January 2022). This chapter explores the longer-term outcomes of this cohort. The key findings from this chapter are reported below:

- More than nine-in-ten (94%) clients had secured post-redundancy work, similar to levels seen in previous waves (2022: 94%; 2020: 93%).
- It took PACE clients in the 2024 cohort longer to secure work than those in the 2022 cohort. Half (52%) of the 2024 cohort had secured work within three months of their redundancy, compared with six-in-ten (61%) of the 2022 cohort (though the result was similar to 49% in 2020).
- Among those who had secured either self-employment or employment following redundancy, 28% did so in exactly the same sector to the role they were made redundant from, 24% in a broadly similar sector, while just under half (48%) found work in a different sector.
- Just under half (47%) of clients who secured a paid job with an employer post-redundancy believed that PACE had helped them move back into employment. Three-in-five (60%) clients said PACE had helped them in their life and career since redundancy, up from 49% in 2022.
- Three-in-ten (29%) clients gained work with an employer and were still working in the same organisation and job role that they had secured initially post-redundancy, while one-in-eight (12%) were still working for the same employer but had changed role.
- Mirroring results from the 2022 survey, while the first job secured following redundancy tended to require lower level of skills, responsibilities and/or pay, these aspects tended to improve in the longer term, after moving into another role.
- The majority experienced positive influence of PACE on their confidence getting a job (80%), career prospects (70%), skills needed to apply for jobs (64%), and mental health/wellbeing during redundancy (56%).

Figure 5.1. Proportion of clients engaging with different types of work as their first step back into work, by age group – comparison of the 2024, 2022, 2020 and 2018 Longitudinal Surveys



Base: All: 2024 (250), 2022 (242), 2020 (300), 2018 (307).

The results are weighted to the population of the client cohort from which these longitudinal respondents were originally sampled (i.e. those who received PACE services from January 2020 to 2022), which is a change from previous longitudinal studies, where data was unweighted. Caution should therefore be taken when comparing results for this longitudinal cohort with those of previous waves of the survey. This chapter examines the longer-term labour market outcomes of recipients of PACE services. It also explores the influence of PACE on individuals' careers and engagement with education, as well as on their confidence and motivation more broadly.

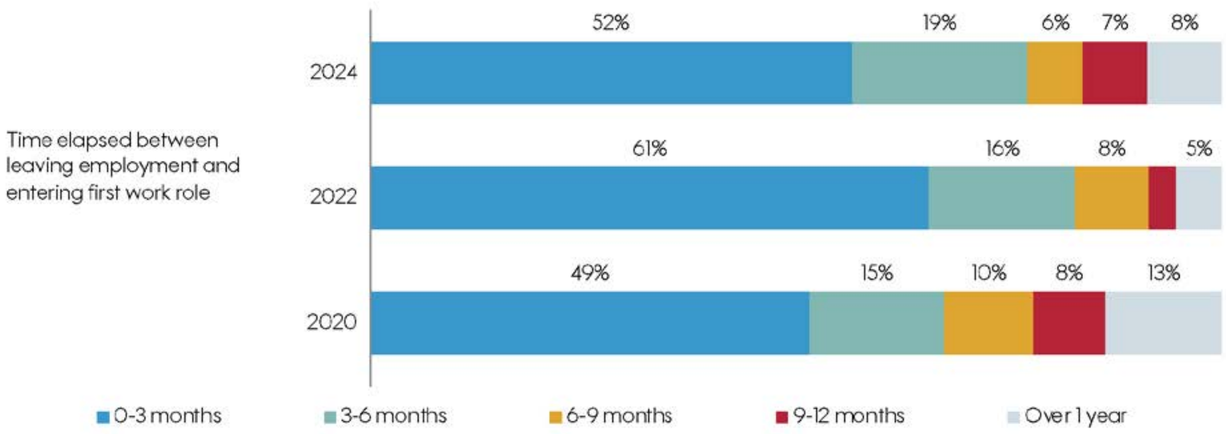
Moving back into work post-redundancy

The 2024 Longitudinal Survey asked individuals about whether they had secured any new work either before or after being made redundant. More than nine-in-ten (94%) clients had secured any post-redundancy work, in line with levels seen in previous waves (2022: 94%; 2020: 93%). Those aged 50 and over were less likely than others to have secured any post-redundancy work (90%).

Seven-in-ten (71%) clients had managed to secure work with a paid employer as their first work role, 12% were working through a temping agency, 10% were self-employed and 2% were doing unpaid or voluntary work (Figure 5.1). This pattern of results was no different from the 2022 cohort (although the 2022 cohort had shown an increase in the proportion in paid work, compared with the 2020 and 2018 cohorts).

There were few significant differences in the type of work secured post redundancy by client subgroup. In terms of socio-economic grade, those at Grade C1 were most likely to have secured paid work for an employer (77%). Those at Grade C2 were least likely (60%), though this was because they were more likely than average to have entered self-employed work (18% vs. 10% overall).

Figure 5.2. Time elapsed between leaving employment and securing work (first set of horizontal bars) and securing first paid work with an employer (second set of horizontal bars) – comparison with 2022 and 2020 Longitudinal Surveys



Base: All Longitudinal Survey clients who had secured work (including self-employment, temping and voluntary work) employer since leaving role selected for redundancy: 2024 (234), 2022 (227), 2020 (278), 2018 (270); All Longitudinal Survey clients who had secured paid work with an employer since leaving role selected for redundancy: 2024 (174), 2022 (176), 2020 (188), 2018 (186). Note, 'don't know' responses are not shown. Labels smaller than 4% not shown.

Length of time spent out of work post-redundancy

The longitudinal strand of the research allows for an assessment of how long people were unemployed post-redundancy.

The time between leaving employment and securing work is shown in Figure 5.2. The top set of horizontal bars shows the time elapsed between clients leaving their role and entering any type of work (i.e. including self-employment, temping or voluntary work).

The 2024 longitudinal cohort took longer than the 2022 cohort to secure work. In 2024 just over half (52%) secured work within three months of being made redundant, compared with six-in-ten (61%) in 2022, though the 2024 result was similar to 2020 (49%). Among the remainder that secured work in the 2024 cohort, a fifth (19%) found work between three and six months after their redundancy, 6% within six and nine months, 7% within nine and 12 months and for 8% it took more than a year to find new work.

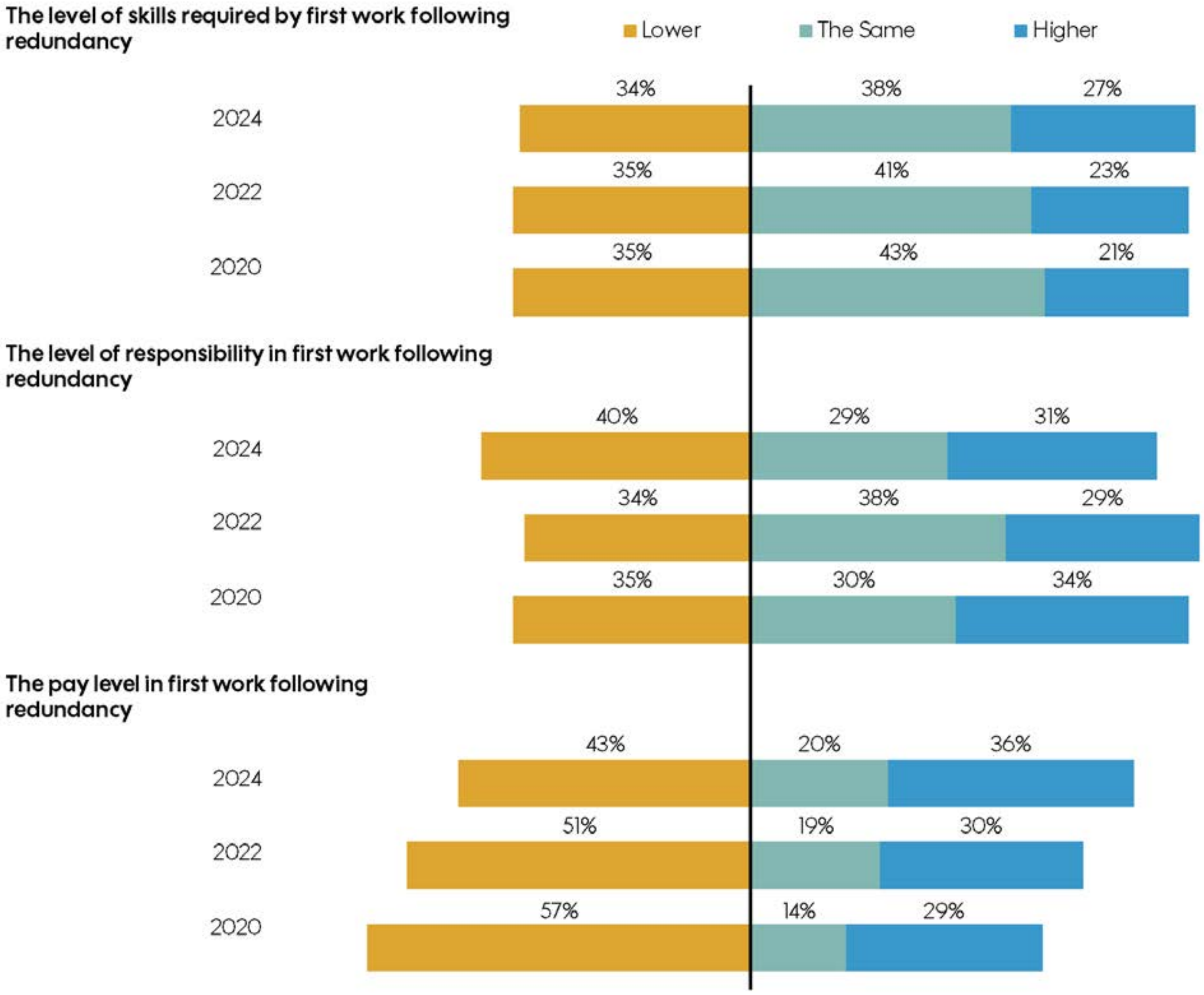
There were differences by age, with those aged under 40 more likely than average to have found paid work with an employer within the first three months of being made redundant (64% vs. 53% overall). Those aged 50 and over were less likely to have found paid work with an employer at this point (42%).

Details of the first work role secured post-redundancy

More than four-in-five (83%) clients who secured a paid job with an employer following redundancy had gained full-time employment in their first post-redundancy role, while 17% gained part-time employment. This is similar to the 78% that gained full-time employment in the 2022 cohort and the 82% in the 2020 cohort. Male clients were much more likely than female clients to have gained full-time employment (90% vs. 68%).

Among those who had secured either self-employment or employment following redundancy, 28% did so in exactly the same

Figure 5.3. Change in level of skill requirement, responsibility and pay in first work post-redundancy as compared to role that was selected for redundancy – comparison of 2024, 2022, 2020 and 2018 Longitudinal Surveys



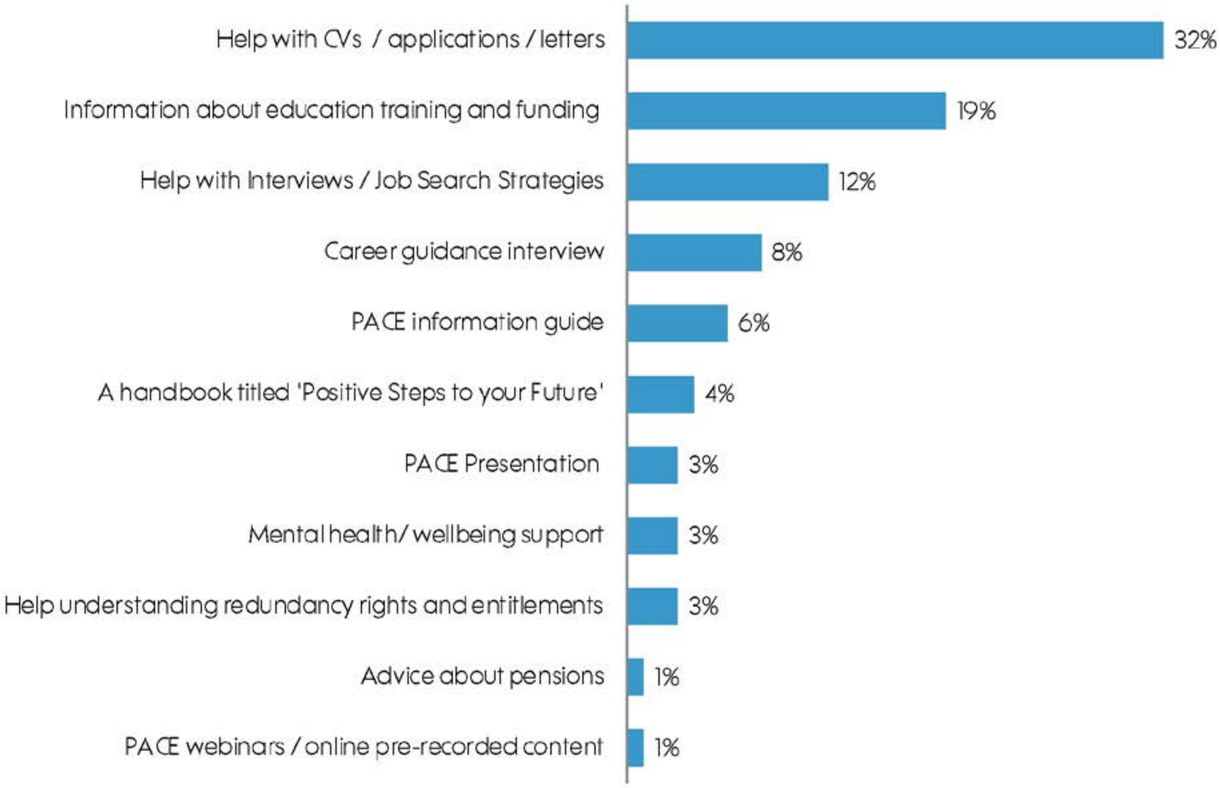
Base: All Longitudinal Survey clients: 2024 (250), 2022 (242), 2020 (300).

sector, 24% in a broadly similar sector and 48% in a different sector. The proportion securing work in a different sector was similar to that seen in 2020 (51%) and 2022 (53%).

The same group of clients were also asked to assess the levels of skills, responsibility and pay in their first role post-redundancy relative to the job from which they were made redundant (Figure 5.3). Around two-thirds (65%) had found an initial job post-redundancy that required the same or a higher level of skills, six-in-ten (60%) had secured a role with the same or a higher level of responsibility, and a slightly lower proportion (56%) had secured a role with the same or a higher level of pay. The findings were largely consistent with the 2022 cohort.

As has been the case in previous iterations of the survey, clients aged 50 and over were less likely than their younger counterparts to report improvements in terms skills, responsibility or pay in their first role compared to the one they were made redundant from.

Figure 5.4. The PACE service considered to be the most helpful in assisting the move back into employment



Base: All Longitudinal Survey clients who had secured a paid job or self-employment since leaving role selected for redundancy and felt that PACE had helped them to do this: 2024 (99).
Note 'don't know' responses are not shown. Responses selected by fewer than 1% not shown.

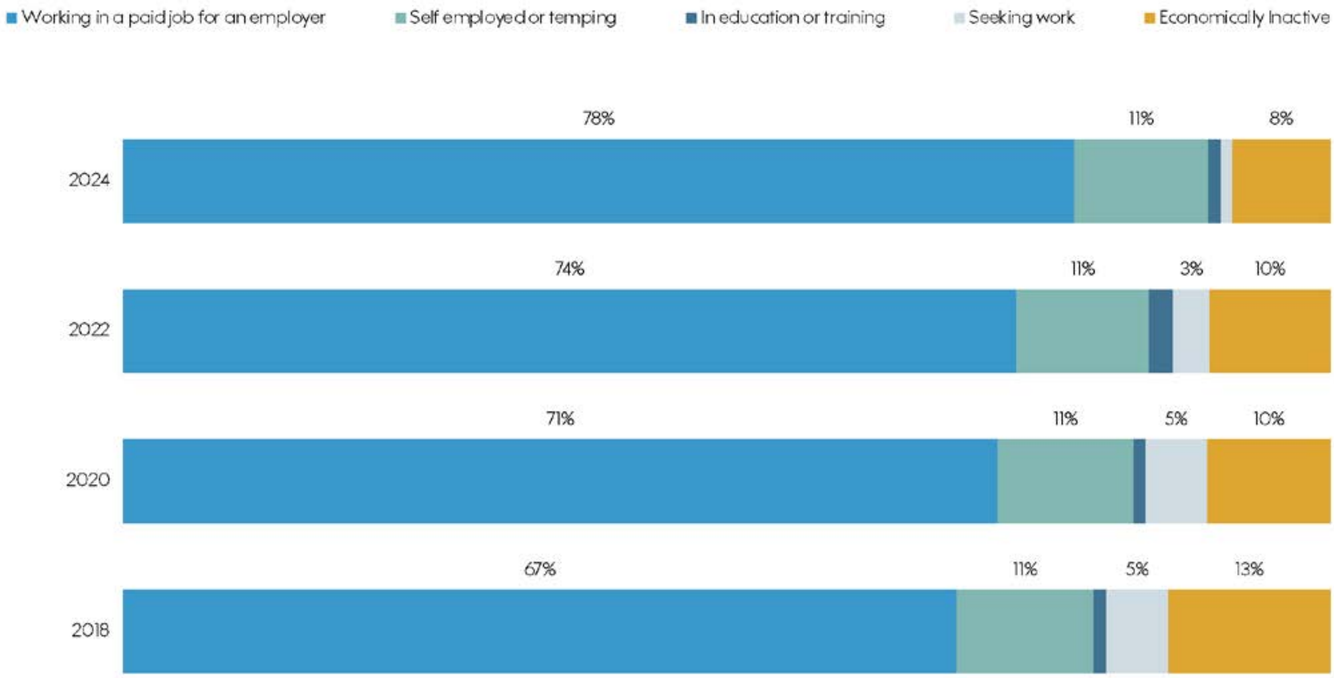
- 16% of those aged 50 and over had secured a job requiring a higher level of skills, compared to 39% of those aged under 40
- 18% of those 50 and over had found a job with higher levels of responsibility, compared to 36% of those aged 40 to 49 and 41% of those aged under 40
- 22% of those 50 and over had found a higher paid job compared to 41% of those aged 40 to 49 and 47% of those aged under 40.

There were no significant differences in terms of improvements in skill, responsibility and pay levels by gender. In terms of socio-economic grade, those at Grade C1 were least likely to report improvements between their first post-redundancy job and the job they were made redundant from in terms of the skills required (20% said the level was higher vs. 27% overall) and the level of responsibility (24% vs. 31%).

The influence of PACE services on the move back into work

Just under half (47%) of clients who secured a paid job with an employer following redundancy believed that PACE had helped them move back into employment: 38% said PACE helped to some extent and 9% said PACE made all the difference. Just over half (53%) thought that PACE made no difference in helping them move back into paid employment. This was consistent with 2022 results. Clients who felt that PACE had helped at least a little in returning to employment were asked to report which aspect of the service they thought had helped them the most. As shown in Figure 5.4, the three most common services mentioned were help with CVs/applications/letters (32%), information about education, training and funding (19%) and help with interviews/job search strategies (12%).

Figure 5.5. Summary of main activity at point of survey – comparison of 2024, 2022, 2020 and 2018 Longitudinal Surveys



Base: All: 2024 (250), 2022 (242), 2020 (300), 2018 (307). Labels under 3% not shown.

Current employment status

This section of the report explores what clients were doing at the time of the longitudinal interview, a minimum of two years on from accessing PACE services.

Two-thirds of clients (67%) said that they were working full-time for an employer, while 10% were working part-time; similar to the proportions seen in 2022. A more detailed breakdown of these figures is provided in Appendix C.

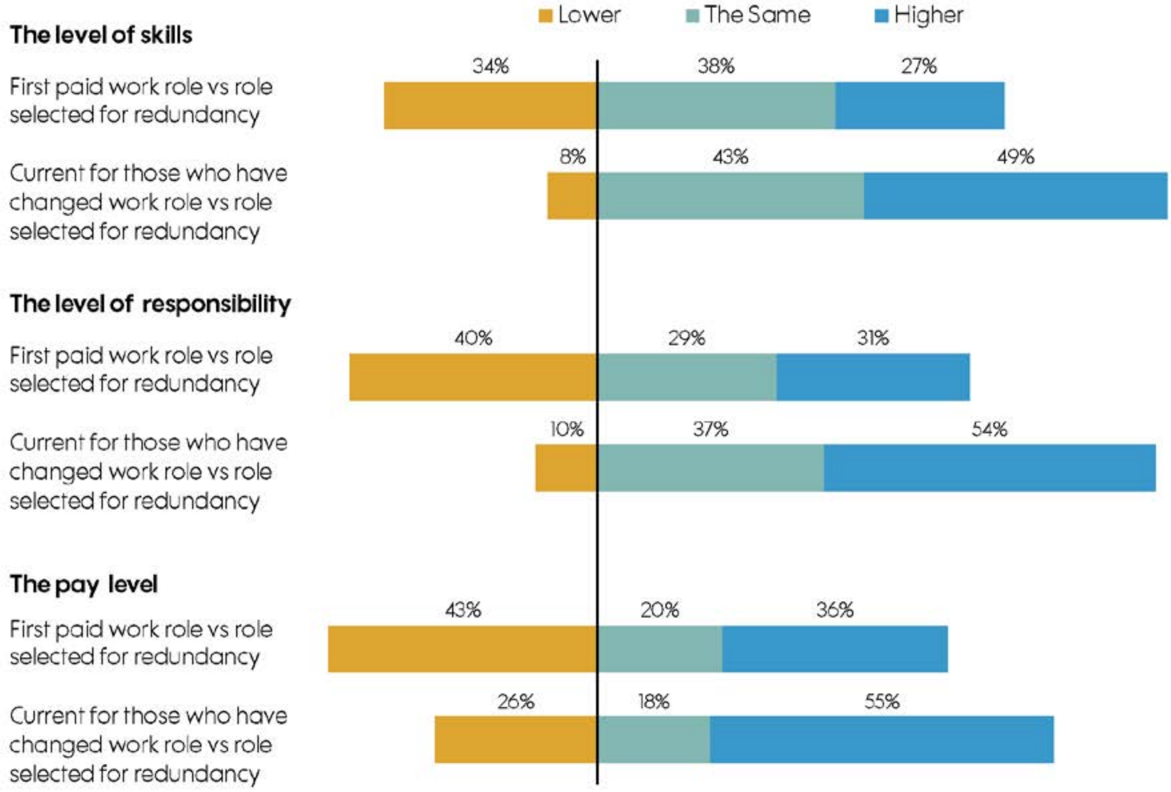
Figure 5.5 combines work outcomes into more general categories. This shows that more than three-quarters (78%) of clients were working in a paid job for an employer, 11% were self-employed or temping, 1% were in education or training, fewer than 1% were actively seeking work and 8% were 'economically inactive' (i.e. retired or not looking for work). These proportions were consistent with previous years.

The incidence of sustained employment

The Longitudinal Survey allows for analysis of the extent to which clients secured sustained employment over the period since they were made redundant (or had maintained self-employment).

Three-in-ten (29%) clients gained work with an employer and were still working in the same organisation and job role that they had secured initially post-redundancy, while 12% were still working for the same employer but had changed roles. Among the 11 clients interviewed who were solely in self-employment following redundancy, 10 were still working for themselves at the time of the Longitudinal Survey (unweighted data). Female clients were more likely than male clients to say they were still working for the same employer but had changed role (20% vs. 8%).

Figure 5.6. Change in level of skill requirement, responsibility and pay between i) the position selected for redundancy and first work role; and ii) the position selected for redundancy and the current role



Base: All Longitudinal Survey clients whose first role post-redundancy was paid work: 2024 (226).
Base: All Longitudinal Survey clients currently in a different paid work role from their initial role: 2024 (102)

Figure 5.6 shows the characteristics of the job roles of clients interviewed for the 2024 Longitudinal Survey. Similar to the 2022 survey, while the first job secured following redundancy tended to require lower level of skills, responsibilities and/or pay, these aspects tended to improve in the longer term, after moving into another role. This suggests some clients may have initially taken a job requiring a lower level of skills, responsibilities and/or pay as a stopgap measure, prior to finding a more suitable role.

Engagement with learning, training and development post-redundancy

Only 1% of clients interviewed for the 2024 Longitudinal Survey were in full-time education at the time of the survey (and none in part-time education). However, approaching half (46%) of clients had undertaken some form of education, training or development since being made redundant. This proportion was higher than in 2022 when 30% had undertaken any education post redundancy (but not significantly different from the 39% in 2020). Clients aged under 40 were more likely than average to have undertaken any education, training or development (56%), while those aged 50 and over were least likely to do so (33%).

Among clients who had undertaken any education or training at any point since redundancy, around four-in-five (77%) did so part-time, and a quarter (24%) had done so on a full-time basis. Three-in-five (62%) had undertaken a longer course lasting a week or longer and 45% had undertaken shorter courses. [14] These patterns were consistent with 2022 results.

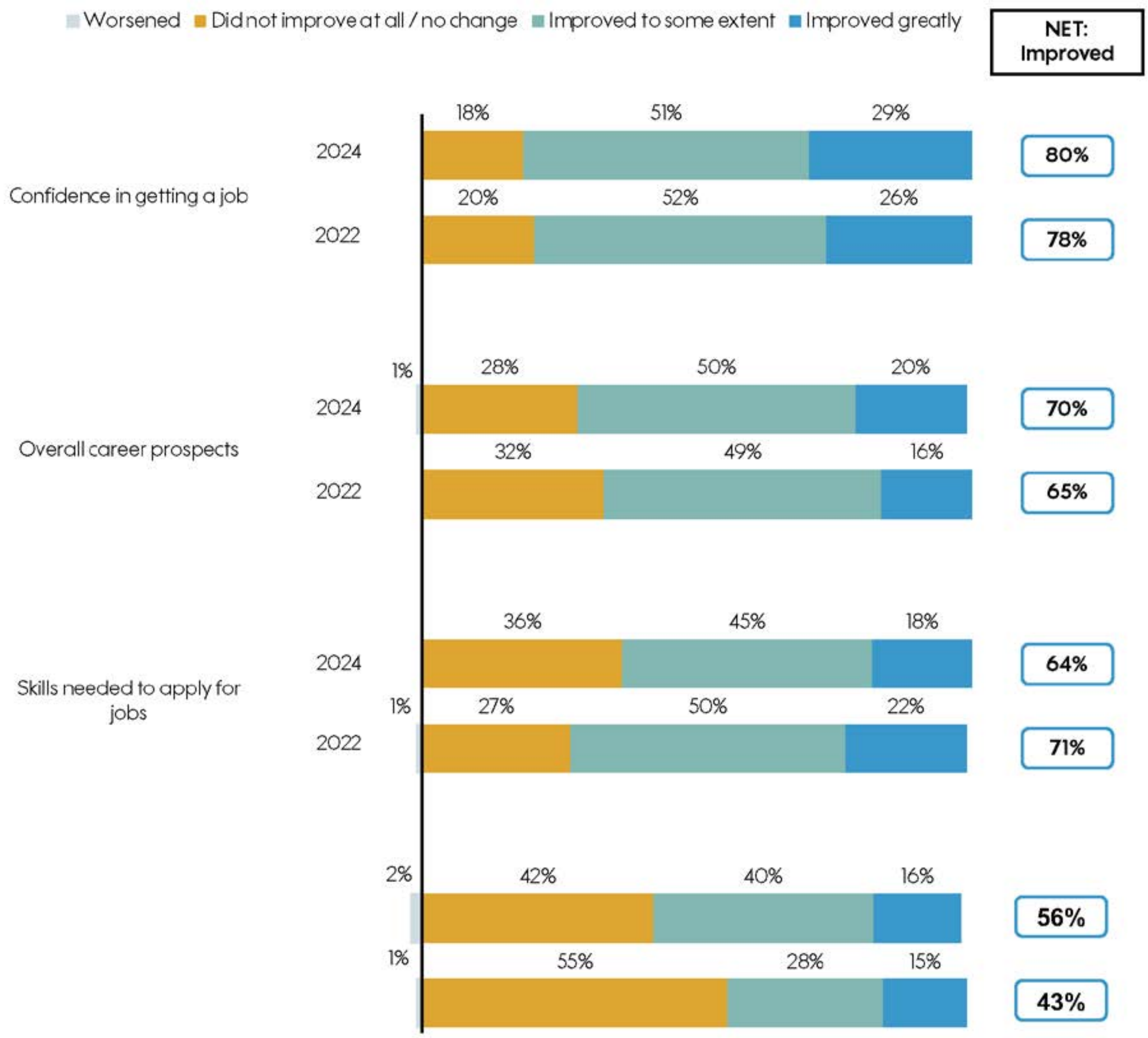
Three-quarters (74%) of those that took part in education, training or development had gained or were working towards qualifications. This included 22% who were undertaking job specific qualifications, 25% Scottish Highers or equivalent qualifications and 16% Degree level of equivalent qualifications.

Half (50%) of clients who had undertaken any education, training or development said it had resulted in upskilling and a third (34%) said it was reskilling, while 12% said it was neither of these. Clients were asked the extent of PACE influence on their move into education or training. Overall, a third (32%) said PACE had helped (similar to 26% in 2022); this includes a quarter (24%) who said that PACE helped to some extent and 8% who said that PACE made all the difference.

Clients were asked the extent of PACE influence on their move into education or training. Overall, a third (32%) said PACE had helped (similar to 26% in 2022); this includes a quarter (24%) who said that PACE helped to some extent and 8% who said that PACE made all the difference.

14 It was possible for respondents to select more than one option in terms of whether they undertook full or. part-time education and whether the courses were short courses or longer courses lasting a week or longer (as they may have undertaken multiple types of training).

Figure 5.7. The influence of PACE on confidence, career prospects, skills and mental health / wellbeing



Base: All who said PACE helped in career / life since redundancy (148).

The influence of PACE on client motivation and confidence

All clients in the 2024 Longitudinal Survey were asked to reflect on the extent to which PACE services had helped them in their life and career since they were made redundant. Overall, six-in-ten clients (60%) said PACE had helped them, up from 49% in 2022 and returning to levels seen among the 2020 cohort (61%). This includes nearly half of clients (47%) that said PACE had helped to some extent and one-in-seven (14%) that said PACE had helped them to a great extent. Four-in-ten (39%) thought PACE had made no difference to their life and career post-redundancy.

Among those that felt PACE had helped with their life and career since redundancy, the aspects considered most helpful were information about education, training and funding (24%); help with CVs/applications/letters (20%); the PACE information guide (11%); and career guidance interviews (11%). These results were largely consistent with those observed for the 2022 cohort, the exception being that fewer clients mentioned help with CVs/applications/letters in 2024 than in 2022 (20% vs. 33%).

To further explore how PACE services have helped clients in their post-redundancy life, clients were asked to rate the extent to which

PACE had helped them with specific aspects of their post-redundancy life (see Figure 5.7). Eight-in-ten (80%) felt that the PACE service had a positive influence on their confidence in getting a job; seven-in-ten (70%) felt it had improved their overall career prospects; two-thirds (64%) felt it had improved the skills they would need to apply for jobs; and more than half (56%) felt it had a positive influence on their mental health and wellbeing during redundancy. The proportion citing an improvement in their mental health and wellbeing was higher than in 2022 (56% vs. 43%).

Satisfaction with PACE services

As a way of gauging client satisfaction two years on from the previous survey, clients were asked whether they would recommend PACE services to others going through redundancy and the extent to which PACE met their expectations.

Four-in-five (81%) PACE clients were likely to recommend PACE services to others, with half (51%) being very likely and three-in-ten (31%) quite likely. One-in-six (16%) were unlikely to recommend PACE, including 8% not at all likely to do so. These results were broadly consistent with those from the 2022 cohort. Clients aged 40 to 49 were more likely to say they would be very likely to recommend PACE services to others (62% vs. 51% overall).

Four-in-ten (39%) clients who said PACE helped in their career or life since redundancy felt that PACE had exceeded their expectations of a redundancy service, while half (51%) reported that it had matched their expectations. These results were broadly consistent with 2022.

6 Conclusions

The 2024 survey findings show that PACE continues to have a positive impact for those facing redundancy situations, supporting a large majority of clients back into work, and with most reporting positive experiences of the programme in terms of the relevance, timeliness and usefulness of the support they received and their overall satisfaction with PACE services. There were also wider-ranging outcomes for many in terms of improving confidence in their ability to find work, improvements in job-searching skills, better career prospects and improved mental health.

Service delivery

During COVID-19 there were significant changes in the mode of delivery of PACE services, with the majority of the 2022 survey cohort accessing them either by phone or online. The 2024 results show a return to pre-pandemic patters with service delivery, with face-to-face delivery by far and away the most common channel for delivering PACE services (with the exception of PACE webinars and online prerecorded content). Face-to-face delivery was also found to be the preferred mode of delivery across all services (again, with the exception of PACE webinars and online prerecorded content), despite preferences being more mixed for the 2022 cohort, showing the appetite for face-to-face delivery has recovered following the pandemic.

The 2022 survey had found that use of the PACE presentation and information pack had substantially declined following the pandemic. 2024 results show use of either of these services has returned to pre-pandemic levels. There was however a reduction in the proportion of clients that had accessed information about education, training and funding compared with 2022, and fewer clients that had received this support found it useful or relevant. Overall, the average satisfaction level across all PACE services, as well as perceptions of their relevance and usefulness remained high. Those with disability were more likely to have only accessed one PACE service than average.

A key issue for the 2024 cohort was the timeliness of PACE services, with an increase in the proportion of clients reporting receiving any of the services they had accessed too late in the process. Services with poorer results for timeliness compared with 2022 included help with reading, writing and numbers, help with understanding tax responsibilities, help with interviews/job search strategies, money advice and career guidance interviews.

Employment outcomes

PACE continues to have a positive impact in supporting individuals back into employment. In the New Client Survey, more than eight-in-ten had secured work from the job they had been made redundant, though the proportion was lower than in 2022 (returning to similar levels seen in 2020). Findings from the longitudinal survey suggest there was little change in the proportion securing work longer-term. Despite a less successful outcome overall for new clients, those that had secured work tended to have secured work sooner compared with 2022, and were more likely to have done so before their redundancy than the previous cohort. That being said, it remains the case that the majority of those that found work did not believe this was influenced by PACE.

While the results for older participants were largely positive, the programme appears to have been comparatively less successful for them compared with their younger counterparts. Those aged 50 and over were less likely to have secured work before or after their redundancy (including longer-term for Longitudinal Survey respondents), and to have found work full-time. Those that had found work were less likely to have seen improvements in the skill requirements, levels of responsibility and pay in their post-redundancy role, as well as other softer outcomes.

Those with any health condition or learning difficulty also had less positive outcomes compared to the average – they were less likely to have secured any work before being made redundant and where they had secured employment, this was less likely to be on a permanent basis. Those with health conditions or learning difficulties were more likely than average to say PACE lacked follow-up help and ongoing support.

7 Recommendations

The survey findings generally find that PACE services are positively received. However, while the overall satisfaction measure has remained similar for new clients, some other indicators of satisfaction have been in decline in more recent waves of the study.

This can be seen in declining proportions of new clients reporting that they would recommend PACE, fewer reporting that PACE had helped them into employment, and an increase in clients reporting that services were delivered too late. To assist with the PACE commitment to continuous improvement, the research identifies further areas for ongoing development.

- Results suggest that services are being delivered to clients too late when compared with other recent surveys. The 31% of clients reporting this in 2024 was the largest proportion since 2014 (also 31%). This may be linked to the adjustment back to face-to-face delivery post-Covid, or to the higher proportion of employers entering administration. Clients who reported services being delivered too late were less likely to say they would recommend PACE to others, less likely to be satisfied overall, and less likely to say that PACE services helped their move into employment. The proportion that said they would recommend PACE to others and that felt PACE had been helpful in securing work both decreased compared with 2022. Improving the speed with which clients receive redundancy support would likely lead to these measures improving in future surveys.

- Perhaps linked to this, there has also been a notable increase since 2022 in clients reporting that they first heard of PACE through their employer, and a decline in those saying they first heard of PACE through friends or family and advertisements. There was also a greater proportion of clients in 2024 that were not at all aware of PACE before being made redundant when compared with 2022, which may help to explain why they end up accessing PACE services too late. Increased visibility and publicity of PACE services to the general public could improve awareness, and therefore improve perceptions of timeliness.

- There was an increase in the proportion of PACE clients receiving services face-to-face, with delivery of PACE services returning more-or-less to the pre-pandemic delivery modes. Client preferences also shifted back to face-to-face delivery, despite a more mixed picture in 2022 (though face-to-face was still the most popular format then too). The results highlight the importance of maintaining face-to-face delivery as the primary delivery mode for PACE.

- It is still important however, to ensure that PACE services remain flexible to accommodate the full range of preferences (acknowledging, for example, some of the differences by age group) and to ensure PACE services remain accessible to those who may face barriers to accessing support, such as those with disabilities or learning difficulties, or living in rural areas. It is therefore recommended that PACE retains a multimodal approach to programme delivery and ensures that individual preferences are identified from the outset.

- The demographic profile of clients receiving PACE support continues to be predominantly male, white and aged 50 and over. In the 2024 client population there was an increase in the proportion identifying as female, reporting that they were from an Asian or Asian British background, and that were from the lowest socioeconomic stratum. PACE partners should therefore continue this work to ensure all demographic groups are represented in the client base. Future efforts need to be particularly concentrated on those aged under 40 to ensure that these groups are aware of, and have sufficient access to, PACE services.

Key recommendations

1. PACE Partners should continue to raise general awareness of PACE services to further improve service take-up, particularly given the reduction in clients who said they were aware of PACE pre-redundancy (and fewer of those who were aware mentioning that they found out about PACE through advertising). Earlier awareness may help people engage more quickly and improve perceptions around the timeliness of PACE services.

2. It is important that PACE partners continue to monitor underrepresented groups and find better ways to engage those who are currently disproportionately covered by the programme, including younger age groups.

3. While there is clearly still a large appetite for face-to-face delivery of PACE services, it is important that a multimodal delivery approach is retained to ensure accessibility to all. Identifying preferences in this regard will help maintain high client satisfaction.

4. Related to the format of delivery, PACE partners should explore how they might further accommodate those with disabilities and learning difficulties, who tended to have a poorer experience of the programme and used a more limited range of PACE services. The service provision and support received needs careful tailoring to individual clients' additional needs and make reasonable adjustments to enable participation. Follow-up support is also particularly important for this group.

8 Appendix A: Methodology

The 2024 PACE Client Experience research incorporated two strands:

- A telephone survey of 525 new clients who had accessed PACE services since January 2022
- A follow-up survey of 250 individuals who took part in the previous wave of research in February and March 2022 (after accessing PACE services in the period January 2020 to January 2022).

All interviews were conducted by IFF Research using Computer Aided Telephone Interviewing (CATI) software. Fieldwork took place in February and March 2024.

The outline methodology for each of these strands is described below with further details on the profile of people interviewed in each strand.

New Client Survey

The 2024 questionnaire was largely consistent with that used in 2022. Changes included the removal of questions relating specifically to the impact of COVID-19; the merging of questions around satisfaction with pre-recorded content and webinars with other satisfaction questions; and the addition of questions capturing whether clients had a long-term physical disability, a mental health condition, or learning difficulties, and the extent to which these had an impact on their ability to find work. Another change of note was the alteration of the list of PACE services offered which respondents could select.

The changes to the PACE services list were as follows:

- The 2022 survey option 'PACE presentation and information pack' was split out in 2024 into two separate services.
- 'PACE information guide' and 'PACE presentation'; 'Help understanding your redundancy rights and entitlements' and 'PACE webinars/ online pre-recorded content' were added as new services in the 2024 survey.
- The 2022 option 'Information about training and funding sources' was changed in the 2024 survey to 'Information about education, training and funding'.
- The 2022 option 'Money Advice Service' option was changed in the 2024 survey to 'Money advice'.
- The 2022 option 'Help with Pensions from PensionWise' was changed in the 2024 survey to 'Advice about pensions'.

Respondents from the survey came from a database of 2,703 PACE clients that were listed as having received PACE services since January 2022. The number of PACE clients received was comparatively low to previous surveys; for example, in the 2022 survey a database of 4,231 new clients was available. This meant a smaller sample size was achieved in the survey (525 new client interviews). Contact was attempted with all of these individuals to invite them to take part in a telephone interview. No quotas were applied to control the profile of respondents, as the priority was to conduct a census of the available contacts.

A screener was applied which excluded anyone from the survey who had not left the job which was selected for redundancy. This was found to be the case in 4% of the starting sample. Details on the breakdown of call outcomes can be seen in Table A2.

Interviews were completed with a total of 525 PACE clients. This amounted to 19% of the total starting sample and 64% of all those contacted who were eligible to take part and contactable via telephone. On average, the survey took 21 minutes and 30 seconds to complete.

Table A2. Sample outcomes – 2024 New Client Survey

Sample outcome	Base	Proportiion of total	Proportion of eligible
Total loaded sample	**2,703**	**100%**	-
Could not recall any PACE services	255	9%	-
Still in job selected for redundancy	98	4%	-
Not heard of PACE and not made redundant	49	2%	-
Eligible person not contactable on supplied number(s) during fieldwork period	1,435	55%	-
Refused to participate	267	10%	33%
Not available in fieldwork period	74	1%	3%
Completed interview	**525**	**19%**	**64%**

Profile of new PACE clients surveyed

Table A3 presents the demographic profile of clients that took part in the 2024 New Client Survey and draws comparisons to the profile of new clients in the previous survey in 2022. The 2024 New Client Survey respondents accessed services from January 2022 onwards.

The weighted profile in 2024 was broadly similar to previous studies: clients were more likely to be male, aged 50 and over, and from a white background. However, compared with 2022, a higher proportion of PACE clients were female and from an Asian or Asian British background. The report commentary highlights where significant differences occur between these sub-groups.

New for 2024, PACE clients were asked whether they had health conditions or learning difficulties. Around one-in-ten (11%) clients reported having a long-term physical disability, 7% reported having a mental health condition, while 5% reported having learning difficulties. Among those with a long-term physical disability, just over half (53%) reported this had a major impact on the work they can do, 23% reported it had a minor impact, and 22% reported it had no impact. Clients were then asked whether they had had any other health issues or conditions at the time of redundancy which were a barrier to finding work. A minority (6%) said they did, and that this was still a barrier to finding work, while 4% said they did but that this was no longer a barrier.

Table A3. Demographic profile of respondents for the 2022 and 2024 New Client Surveys

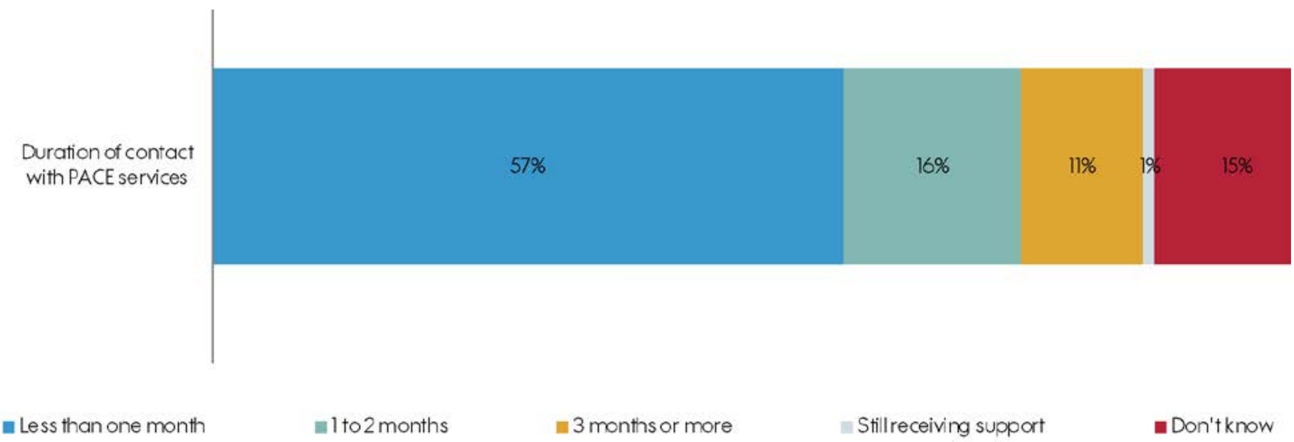
Gender	2022 weighted	2024 weighted
Male	64%	59%
Female	30%	37%
Prefer to self-describe / Prefer not to say	6%	5%
Age (from sample)	**2022 weighted**	**2024 weighted**
30 and under	15%	17%
31-39	20%	17%
40 to 49	25%	21%
50 plus	40%	45%
Ethnicity	**2022 weighted**	**2024 weighted**
Asian or Asian British	1%	5%
Black, black British, Caribbean or African	<0.5%	1%
Mixed or multiple ethnic groups	1%	1%
White (including white minorities)	91%	90%

Gender	2022 weighted	2024 weighted
Other ethnic groups	<0.5%	1%
Social Grade	**2022 weighted**	**2024 weighted**
A/B	12%	15%
C1	35%	27%
C2	26%	17%
D/E	15%	32%
Health	**2022 weighted**	**2024 weighted**
Long-term physical disability	-	11%
Mental health condition	-	7%
Learning difficulties	-	5%
Armed Forces	**2022 weighted**	**2024 weighted**
Served in the Armed Forces	6%	4%
Never served in the Armed Forces	89%	95%

Base: All respondents: 2022 (852), 2024 (525). Note that figures in this table may not sum to 100% due to rounding, or the omission of 'don't know' or 'refused' figures.

Figure A1 shows the duration of contact clients had with the PACE service. More than half (57%) of clients interacted with PACE services for less than one month, while a further 16% used the services for between one and two months, and 11% used the services for three months or more. A very small proportion (1%) were still receiving support at the time of survey.

Figure A1. Duration of contact with PACE services



Base: All respondents (525)

Weighting approach

New Client Survey data were weighted in order to ensure that findings were representative of the wider population accessing PACE services since January 2022.

The weights were informed by the profile of the underlying population of PACE clients accessing services since January 2022, in terms of gender and age.[15]

In 2022 data were also weighted by whether services were accessed before or after the first COVID-19 lockdown in March 2020, which was no longer relevant to the 2024 New Client Survey cohort.

Data on the underlying population was sourced from the PACE client database and is presented in Table A4 alongside the final sample numbers from the New Client Survey.

Table A4. Profile of the underlying population of PACE clients accessing services since January 2022 and the profile of the final survey sample

	Population count	Proportion of population	Survey sample	Proportion of survey sample
Total	**2,703**	**100%**	**525**	**100%**
Gender	**Population count**	**Proportion of population**	**Survey sample**	**Proportion of survey sample**
Male	1,592	59%	306	58%
Female	988	37%	211	40%
Other / Unknown	123	5%	8	2%
Age	**Population count**	**Proportion of population**	**Survey sample**	**Proportion of survey sample**
30 and under	460	17%	84	16%
31-39	470	17%	92	18%
40 to 49	566	21%	102	19%
50 plus	1,205	45%	247	47%

15 Note, for weighting purposes, age data was categorised based on information in the population data, given that age information captured in the survey (i.e. age at the time of interview), would have aligned differently to the population data.

Table A5. Sample outcomes – 2024 Longitudinal Survey

Sample outcome	Base	Proportion of total	Proportion of eligible
Total loaded sample	**561**	**100%**	**-**
Could not recall any PACE service	2	<0.5%	-
Eligible person not contactable on supplied number(s) during fieldwork period*	275	49%	-
Refused to participate	27	5%	10%
Not available in fieldwork period	7	1%	2%
Completed interview	**250**	**45%**	**88%**

*In most cases this relates to circumstances where there was no answer on the supplied telephone number. In other cases it was clear that the named respondent was no longer available on that number.

Longitudinal Survey

The 2024 questionnaire was largely consistent with 2022. The key change was to the list of PACE services as described above.

Respondents from the survey came from a database 561 PACE clients that agreed to be recontacted when participating in the New Client Survey in 2022. Contact was attempted with all of these individuals to invite them to take part in a telephone interview. No quotas were applied to control the profile of respondents, as the priority was to conduct a census of the available contacts.

Interviews were completed with a total of 250 PACE clients who had originally taken part in the New Client Survey in 2022, 45% of the total starting sample and 88% of all those contacted who were eligible to take part. On average, the survey took 19 minutes to complete.

Profile of PACE longitudinal clients surveyed

The Longitudinal Survey followed up with individuals who took part in the 2022 survey. Table A6 shows the demographic profile of those who took part in the 2024 survey, and those who took part in 2022. Those taking part in 2022 had originally completed the New Client Survey in 2020.

The profile of the two samples were broadly similar, with the profile in both years tending towards being predominantly male, white, and aged. There was a notable fall in the proportion of clients from the lowest socioeconomic group (D/E) in 2024.

Table A6. Demographic profile of respondents – comparison of 2022 Longitudinal Survey and 2024 Longitudinal Survey data

Gender	2022 unweighted	2024 unweighted	2024 weighted
Male	69%	70%	68%
Female	31%	30%	32%

Age	2022 unweighted	2024 unweighted	2024 weighted
30 and under	17%	10%	15%
31-39	12%	15%	20%
40 to 49	25%	26%	25%
50 plus	46%	49%	40%

Ethnicity	2022 unweighted	2024 unweighted	2024 weighted
Asian or Asian British	0%	2%	2%
Black, black British, Caribbean or African	0%	1%	1%
Mixed or multiple ethnic groups	<0.5%	1%	1%
White (including white minorities)	99%	97%	97%
Other ethnic groups	0%	0%	0%

Social Grade	2022 unweighted	2024 unweighted	2024 weighted
A/B	9%	14%	14%
C1	33%	46%	46%
C2	24%	24%	24%
D/E	31%	13%	12%

Disability	2022 unweighted	2024 unweighted	2024 weighted
Has a disability	7%	9%	9%
Does not have a disability	91%	91%	91%
Armed Forces	**2022 weighted**	**2024 weighted**	
Served in the Armed Forces	7%	9%	8%
Never served in the Armed Forces	93%	91%	92%

Base: All respondents: 2022 (242), 2024 (250). Note that figures in this table may not sum to 100% due to rounding, or the omission of 'don't know' or 'refused' figures.

Longitudinal weighting approach

For the first time in the series, Longitudinal Survey data were weighted to be representative of the 2022 New Client Survey population, from where the longitudinal population in 2024 originally derives. The weights were informed by the profile of this group in terms of gender and age.
Data on the underlying population was sourced from PACE client database and is presented in Table A7.

Table A7. Profile of the New Client Survey population in 2022 and the profile of the

	Population count	Proportion of population	Survey sample	Proportion of survey sample
Total	**4,231**	**100%**	**250**	**100%**
Gender	**Population count**	**Proportion of population**	**Survey sample**	**Proportion of survey sample**
Male	2,705	68%	175	70%
Female	1,289	32%	75	30%
Age	**Population count**	**Proportion of population**	**Survey sample**	**Proportion of survey sample**
30 and under	619	15%	25	10%
31-39	863	20%	37	15%
40 to 49	1,071	25%	66	26%
50 plus	1,672	40%	122	49%

9 Appendix B: Supplementary time series data

Table B1. Time Series for Services Satisfaction (2016-2024)

PACE Information Guide	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very'
2024	357	4%	8%	43%	44%	**87%**
PACE Presentation	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very'**
2024	298	3%	6%	44%	45%	**89%**
PACE Presentation and information guide	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very'**
2022	423	6%	7%	45%	40%	**85%**
2020	596	5%	5%	37%	53%	**89%**
2018	801	4%	9%	42%	44%	**86%**
2016	774	4%	9%	40%	45%	**86%**
Help with CVs, applications and letters	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very'**
2024	224	<0.5%	8%	33%	59%	**91%**
2022	362	3%	7%	36%	53%	**89%**
2020	408	2%	6%	28%	63%	**90%**
2018	545	5%	9%	33%	53%	**86%**
2016	506	4%	8%	32%	55%	**87%**
Help with interviews and job search strategies	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	175	3%	9%	34%	53%	**87%**
2022	274	3%	7%	37%	50%	**87%**
2020	316	2%	6%	30%	60%	**90%**
2018	407	4%	10%	33%	51%	**84%**
2016	401	2%	11%	33%	51%	**84%**

Career guidance interview	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either ‘quite’ or ‘very
2024	179	4%	7%	32%	55%	**87%**
2022	316	7%	8%	33%	49%	**83%**
2020	339	4%	6%	38%	50%	**88%**
2018	457	5%	9%	36%	48%	**84%**
2016	410	5%	9%	36%	48%	**84%**

Benefits Information	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either ‘quite’ or ‘very’
2024	224	6%	9%	40%	43%	**83%**
2022	336	3%	7%	44%	43%	**87%**
2020	400	4%	7%	42%	46%	**88%**
2018	493	3%	11%	43%	41%	**84%**
2016	514	5%	10%	40%	44%	**84%**

Advice on Business Start-Up	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either ‘quite’ or ‘very’
2024	118	2%	13%	45%	36%	**81%**
2022	98	7%	10%	43%	35%	**78%**
2020	156	8%	6%	37%	46%	**83%**
2018	236	9%	9%	41%	38%	**79%**
2016	193	8%	12%	33%	42%	**75%**

Information about education, training and funding	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either ‘quite’ or ‘very’
2024	227	6%	15%	41%	36%	**77%**
2022	526	6%	10%	40%	43%	**83%**
2020	444	5%	8%	39%	46%	**85%**
2018	674	6%	12%	40%	41%	**81%**
2016	540	4%	12%	35%	47%	**83%**

Money Advice	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either ‘quite’ or ‘very’
2024	107	6%	11%	35%	45%	**80%**
2022	142	2%	6%	40%	49%	**89%**
2020	180	4%	6%	36%	53%	**89%**
2018	235	5%	10%	41%	40%	**81%**
2016	257	7%	7%	37%	47%	**84%**

Help with reading, writing and numbers [17]	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very
2024	41	2%	10%	40%	41%	**81%**
2022	35	8%	2%	42%	48%	**90%**
2020	51	14%	6%	33%	41%	**74%**
2018	52	10%	8%	37%	42%	**79%**
2016	58	7%	2%	41%	40%	**81%**
Mental health / wellbeing support	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	91	1%	8%	37%	50%	**87%**
2022	87	4%	4%	40%	50%	**90%**
2020	132	5%	5%	42%	48%	**90%**
2018	124	5%	6%	36%	52%	**88%**
2016	138	3%	10%	34%	48%	**82%**
Help with understanding tax responsibilities	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	83	3%	7%	34%	52%	**86%**
2022	50	3%	3%	39%	53%	**92%**
2020	104	8%	7%	38%	44%	**82%**
2018	132	6%	4%	42%	48%	**89%**
2016	132	4%	6%	42%	48%	**89%**
A handbook titled 'Positive Steps to your Future'	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	266	5%	7%	40%	46%	**86%**
2022	164	4%	7%	47%	39%	**85%**
2020	316	4%	5%	37%	51%	**88%**
2018	326	4%	7%	41%	47%	**88%**
Advice about pensions	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	119	5%	12%	33%	48%	**81%**
2022	115	4%	10%	47%	39%	**85%**
2020	165	4%	5%	36%	44%	**81%**

17 Please note that the base here is below 50, so any results should be treated with caution.

PACE Webinars / online pre-recorded content	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very
2024	97	2%	20%	31%	47%	**78%**
Help understanding your redundancy rights and entitlements						
2024	253	1%	8%	36%	54%	**90%**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

Table B2. Time Series for Relevance of Materials (2016-2024)

PACE Information Guide	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very'
2024	357	6%	12%	48%	31%	**80%**
PACE Presentation	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very'**
2024	298	5%	11%	46%	36%	**82%**
PACE Presentation and information guide	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very'**
2022	423	8%	12%	49%	29%	**78%**
2020	596	6%	11%	40%	41%	**81%**
2018	801	6%	13%	45%	35%	**80%**
2016	774	8%	11%	43%	37%	**81%**
Help with CVs, applications and letters	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very'**
2024	224	4%	6%	30%	59%	**89%**
2022	362	5%	9%	33%	52%	**85%**
2020	408	5%	6%	26%	62%	**88%**
2018	545	5%	10%	31%	53%	**84%**
2016	506	7%	9%	29%	55%	**83%**

Help with interviews and job search strategies	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very
2024	175	4%	8%	39%	46%	**85%**
2022	274	6%	10%	35%	47%	**82%**
2020	316	4%	7%	27%	59%	**86%**
2018	407	5%	13%	34%	47%	**82%**
2016	401	5%	10%	34%	49%	**83%**

Career guidance interview	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very
2024	179	7%	9%	37%	46%	**82%**
2022	316	7%	16%	37%	40%	**76%**
2020	339	7%	9%	36%	46%	**82%**
2018	457	8%	13%	38%	41%	**79%**
2016	410	8%	14%	36%	40%	**77%**

Benefits Information	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very'
2024	224	12%	14%	34%	40%	**74%**
2022	336	10%	11%	37%	40%	**77%**
2020	400	7%	10%	37%	45%	**82%**
2018	493	6%	18%	36%	39%	**75%**
2016	514	10%	15%	36%	39%	**75%**

Advice on Business Start-Up	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very'
2024	118	16%	18%	38%	25%	**64%**
2022	98	11%	20%	40%	28%	**68%**
2020	156	13%	21%	30%	34%	**64%**
2018	236	13%	21%	31%	33%	**64%**
2016	193	18%	19%	31%	32%	**62%**

Information about education, training and funding	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very'
2024	227	9%	19%	40%	32%	**72%**
2022	526	7%	13%	38%	42%	**79%**
2020	444	8%	11%	39%	41%	**80%**
2018	674	6%	15%	39%	40%	**79%**
2016	540	6%	16%	39%	39%	**78%**

Money Advice	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very'
2024	107	7%	18%	38%	37%	**75%**
2022	142	5%	19%	33%	38%	**71%**
2020	180	6%	6%	40%	48%	**88%**
2018	235	8%	17%	40%	33%	**73%**
2016	257	12%	15%	39%	33%	**72%**
Help with reading, writing and numbers [18]	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	41	14%	25%	29%	32%	**61%**
2022	35	13%	33%	22%	32%	**54%**
2020	51	31%	16%	16%	35%	**51%**
2018	52	21%	10%	33%	37%	**69%**
2016	58	22%	7%	36%	29%	**66%**
Mental health / wellbeing support	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	91	7%	14%	36%	43%	**79%**
2022	87	4%	12%	38%	46%	**84%**
2020	132	12%	9%	33%	45%	**78%**
2018	124	6%	14%	44%	37%	**81%**
2016	138	9%	14%	38%	36%	**74%**
Help with understanding tax responsibilities	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	83	4%	11%	40%	43%	**83%**
2022	50	3%	9%	41%	45%	**87%**
2020	104	13%	13%	28%	44%	**72%**
2018	132	5%	8%	45%	41%	**86%**
2016	132	5%	9%	42%	42%	**84%**

18 Please note that the base here is below 50, so any results should be treated with caution.

A handbook titled 'Positive Steps to your Future'	Base	Not at all satisfied	Not very satisfied	Quite satisfied	Very satisfied	SUMMARY: satisfied, either 'quite' or 'very
2024	266	9%	14%	39%	36%	**75%**
2022	164	5%	10%	47%	34%	**81%**
2020	316	4%	7%	43%	42%	**85%**
2018	326	4%	9%	45%	40%	**85%**
Advice about pensions	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	119	3%	17%	40%	37%	**77%**
2022	115	4%	12%	42%	42%	**84%**
2020	165	5%	10%	35%	41%	**75%**
PACE Webinars / online pre-recorded content	**Base**	**Not at all satisfied**	**Not very satisfied**	**Quite satisfied**	**Very satisfied**	**SUMMARY: satisfied, either 'quite' or 'very**
2024	97	7%	16%	39%	38%	**77%**
Help understanding your redundancy rights and entitlements						
2024	253	2%	4%	35%	58%	**93%**

Base sizes refer to all clients using each service.
Note: summary scores may not always equate to sum of individuals scores due to rounding.

10 Appendix C: Supplementary information on longitudinal clients

Table C1. Main activity of longitudinal clients at point of survey – comparison of 2022 and 2024 Longitudinal Surveys

	2020	2022	2024
Working full-time for an employer	59%	60%	67%
Working part-time for an employer	12%	14%	10%
Self-employed	9%	7%	5%
Working through a temping agency	2%	4%	3%
In full-time education or training	1%	1%	1%
In part-time education or training	-	<0.5%	-
Working in an unpaid or voluntary role	1%	-	-
Unemployed but actively seeking work	5%	3%	<0.5%
Retired	5%	6%	6%
Not working because of ill-health or disability	1%	3%	1%
Being a full-time carer or looking after the family	2%	-	1%
Taking time out of work to consider options	1%	1%	-
Other	3%	1%	1%

Base: 2020 (300); 2022 (242); 2024 (250). Note that the data in the 2020 and 2022 Longitudinal Surveys were unweighted.

11 Appendix D: Acronyms and PACE

Below is a list of acronyms that are used in this report.

- CATI: Computer Assisted Telephone Interviewing
- PACE: Partnership Action for Continuing Employment
- SDS: Skills Development Scotland
- SVQ: Scottish Vocational Qualification

The 24 organisations that make up the Ministerial PACE Partnership which was established by the Scottish Government in 2008:

- Advisory, Conciliation and Arbitration Service (ACAS) Scotland
- COSLA/Business Gateway
- Chartered Institute of Personnel and Development (CIPD)
- Citizens Advice Scotland
- Colleges Scotland
- Confederation of British Industry Scotland (CBI)
- The Department for Work and Pensions (DWP)
- Federation of Small Businesses (FSB)
- Scottish Highlands and Islands Enterprise (HIE)
- His Majesty's Revenue and Customs (HMRC)
- Institute of Chartered Accountants in Scotland (ICAS)
- Public Health Scotland (PHS)
- R3
- Scottish Chambers of Commerce (SCC)
- Scottish Council of Voluntary Organisations (SCVO)
- Skills Development Scotland (SDS)
- Scottish Enterprise (SE)
- Scottish Funding Council (SFC)
- Scottish Local Authorities' Economic Development Group (SLAED)
- South of Scotland Enterprise (SOSE)
- Scottish Training Federation (STF)
- Scottish Trade Unions Congress (STUC)
- Scottish Qualifications Authority (SQA)
- Universities Scotland

12 Appendix E: Social Grade

Social grade analysis is included throughout this report. This data is coded based on verbatim responses from participants about the chief income earner of their household. The definitions of the grades are as follows:

- A/B: Higher and intermediate managerial, administrative, professional occupations
- C1: Supervisory, clerical and junior managerial, administrative, professional occupations
- C2: Skilled manual occupations
- D/E: Semi-skilled and unskilled manual occupations, unemployed and lowest grade occupations.