

INTERIM REPORT

Prepared for **RESOURCE**

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1. INTRODUCTION

This report provides details of an analysis examining the demographics of Resource clients who were active during the period January 2018 – December 2019. The analysis covers a total of 556 clients; some of these were active over a long period while others had relatively limited involvement with the organisation. All clients had at least one session with one of the Resource advisors and, with a small number of exceptions, attended the two-day Tools and Techniques course which provides a foundation for those embarking on their job search.

2. METHOD

All clients complete Resource's registration documents before their first advisor session. Since mid-2018, registration has been exclusively on-line but those registered before then were able to complete a slightly different document on paper with details being entered subsequently by Resource personnel. There have also been changes to the documentation over the period.

As a result, some of the information for those who were clients during the early part of the period under examination is incomplete. Efforts have been made to fill in some of the gaps (e.g. by using clients' CVs to identify age or highest level of qualification) and this has improved the quality of the data available.

3. FINDINGS – MAIN SAMPLE

3.1 Age and Gender

Resource clients over the period were equally divided between men and women (50% each). Nearly half of all clients (46%) were in the 35-54 year age group with most of the remainder being younger than this (30% aged under 35 years) and only one in five (20%) being 55 years or more. No age was available for 4% of clients. The oldest client was 77 years on registration.

The profile varied by gender. Two age groups showed particularly significant differences. Firstly, nearly one in four men (22%) were aged 28 years or under compared with just 12% of women. Secondly, there were substantially more women in the 45 – 54 years age range (28%) compared with men (20%).

TABLE 1: Breakdown by age and gender

	TOTAL	MALE	FEMALE
BASE:	556	279	277
	%	%	%
Under 21	2	2	2
21-28	15	20	10
29-34	13	12	14
35-44	22	20	23
45-54	24	20	28
55-64	16	17	15
65+	4	5	3
NS	4	4	5

For the remainder of this analysis, clients have been split into three age groups – under 35 years (accounting for 31% of all clients), 35 – 54 years (46%) and 55 years and over (20%).

3.2 Salary Band

Clients were asked to indicate the salary band of their previous job although over one in ten did not do so. The data in this category required some manipulation. Firstly, although requested, it was not always possible to determine whether or not the salary quoted was full time equivalent and it is therefore possible that the data underestimates the appropriate salary band for a small number of clients. Secondly, the data from some clients (particularly those completing paper registration) did

not clarify the nature of the figures – figures were variously quoted as hourly, daily or weekly salaries. Insofar as was possible, the annual figure was estimated from the provided data. Overall, however, the data is a fair representation of the previous salaries achieved by clients.

A small number (9%) had been in unpaid work – typically volunteering or internships. Previous salaries were extremely varied with one in four earning no more than £20k per annum while 19% had earned over £50k per year.

There were clear gender disparities. Although women tended to be older, over half of all female clients (54%) had earned no more than £30k in their previous work compared with one in three men (32%). At the other end of the pay scale, one in four men (26%) had earned over £50k compared with just 11% of women

There were also variations by age. As may be expected, those in the youngest age category tended to be earning less than their older contemporaries and were also far more likely to have been unpaid previously. In summary, over half of those aged under 35 years earned less than £20k and only 4% of this group earned over £50k.

TABLE 2: Salary band of previous job

	TOTAL	Male	Female	Under 35	35-54	55+
BASE:	556	279	276	171	253	109
	%	%	%	%	%	%
Unpaid	9	10	8	16	6	8
Under £20k	24	18	31	38	19	19
£21-30k	19	14	24	20	20	18
£31-40k	10	10	9	5	12	12
£41-50k	9	10	7	4	12	9
£51-60k	6	6	5	1	10	5
£61+k	13	20	6	3	17	22
Not stated	11	12	10	13	4	6

3.3 Level of educational qualifications

Clients were asked for their highest level of educational qualification. For analysis purposes, these were divided up as none, low, medium or high as shown below:

None:	No qualifications
Low:	GCSE/GCE
	A level/international baccalaureate
	HNC/Certificate of Higher Education/apprenticeship
Medium:	Bachelor's degree
	HND/Dip HE/Higher apprenticeship
High:	Further degree (Masters, PhD)
	MBA
	Professional qualifications

A small number of clients had achieved qualifications overseas. These were examined individually and allocated to the most appropriate classification.

Resource clients tended to be well educated. Only 3% had no qualifications and just 21% had low qualifications. The remainder were divided between medium (32%) and high (33%) with the remaining one in ten (10%) not recording their highest qualification

There were no differences in levels of qualification by gender. Figures recorded for men and women were virtually identical.

There were, however, substantial differences by age. There was an inverse relationship between age and qualification, i.e. younger people were more likely to have achieved academic qualifications than older clients. The proportion with medium or high qualifications reduced with age – 74% of those aged under 35 years compared with 68% of those in the 35-54 years age group and 50% of those aged 55 years or over. Conversely, the oldest age group were more likely to have no qualifications at all (8%) than others (1%)

TABLE 4: Highest level of educational qualification

	TOTAL	Male	Female	Under 35	35-54	55+
BASE:	556	279	276	171	253	109
	%	%	%	%	%	%
No Qualification	3	3	2	1	1	8
Low	21	20	22	16	20	27
Medium	32	33	32	45	31	17
High	33	33	33	29	37	33
Not stated	11	11	11	8	11	15

3.4 Job type

Clients were asked to describe their previous job. The main categories provided were full time and part time but a substantial number provided alternative responses – for example, that they had been self employed or that their most recent work was temporary or for a contracted period only or, less frequently, that it had been voluntary. In these cases, where it was not possible to determine whether the client had worked full or part time, the job type was recorded separately from the two main categories.

Over half of Resource clients (55%) had previously worked full time whereas only 16% had worked part time; 6% described themselves as self-employed. One in ten did not describe their previous employment in a way that could be categorised.

As may be predicted, the key gender difference was the proportion of part time workers. One in four women (24%) categorised their work as part time compared with only 8% of male clients.

Comparing older and younger clients, the most notable trait was that the youngest age group were less likely to work full time even though this group included more men. Just half of those under 35 years had worked full time compared with 61% aged 35 or over.

TABLE 5: Job type

	TOTAL	Male	Female	Under 35	35-54	55+
BASE:	556	279	276	171	253	109
	%	%	%	%	%	%
Full Time	55	64	47	51	60	63
Part Time	18	7	29	15	20	23
Self Employment	6	5	6	5	7	5
Other	9	11	8	12	10	5
Not stated	11	12	10	16	3	4

4 FINDINGS – IT SAMPLE

4.1 Introduction

Resource has the use of two IT specialists, each of whom undertakes sessions with clients who require IT training. Clients can take up to six sessions with the IT advisors.

A special analysis was undertaken on the sample of clients who had taken advantage of this facility. Of the 556 clients included in the main analysis described above, 63 (11%) had taken at least one session with an IT advisor.

4.2 Number of sessions

The majority of clients required only one (35%) or two sessions (27%) with an IT advisor. Only 6% (4 clients) had completed the maximum of six sessions with an IT advisor although it should be noted that many of the clients were still active and may therefore have more sessions in the future.

Training in Excel was the programme that advisors were most likely to be asked to help with.

It should be noted that while the majority of IT learners required basic or intermediate training, a small number requested help with advanced features of the chosen programme.

Table 5: Number of IT sessions

BASE:	63
	%
1	35
2	27
3	11
4	10
5	11
6	6

4.3 Age and Gender

Women (76% of users) were very much more likely than men (24%) to use the IT training. Bearing in mind that the overall client base is equally divided between the sexes, this is a significant difference.

There were also substantial differences by age. Although over 30% of the total client base was aged under 35 years, only 5% of those using the IT service were in this age group. Nearly two in three users (62%) were age 35 – 54 years while the remaining 34% were aged 55 years or more. This reflects the lack of computer training undertaken by older clients while they were still in education.

Comparing those asking for IT training with the full client base, younger clients were far less likely to get training. Just 2% of those aged under 35 years requested IT training compared with 21% of the 35 – 54 years age group and 24% of those aged 55 years or over.

4.4 Level of competency

As part of the registration process, clients were asked to self-assess their level of competence in a range of computer-based programmes.

Clients were much more likely to be familiar with using the Internet and Email than they were with using Office based programmes such as Excel, Word or, especially, PowerPoint. While around three out of four clients rated their competence at using email (75%) and internet (72%) as intermediate or advanced (the top two categories of five), only 40% rated their skill at Word this highly. Even fewer felt that their Excel (18%), PowerPoint (15%) or LinkedIn skills (17%) were this good. Over half of the clients undertaking IT training had never used PowerPoint or LinkedIn.

Table 6: Computer competence for clients undertaking IT Training

	Email	Internet	Word	Excel	PowerPoint	LinkedIn
BASE	63	63	63	63	63	63
	%	%	%	%	%	%
Never used	2	6	13	37	51	59
Basic knowledge	22	21	46	44	33	19
Intermediate	40	32	29	10	10	11
Advanced	35	40	11	8	5	6
Not stated	2	2	2	2	2	7

LinkedIn is recommended for the majority of clients by advisors. Note that LinkedIn training is not given by the IT trainers but is available through a separate seminar. (In addition to the basic LinkedIn course, a new Advanced course has just been introduced for Resource clients but was not available during the period covered by this report.)

This pattern of competence can amongst those requesting IT training can be compared with the entire client base, as shown in Table 7. In every case, those taking IT training tended to record lower levels of competence with each of the programmes. The difference was particularly marked for the office based programmes (Excel, Word and PowerPoint) and for LinkedIn. For Word, 77% of the total sample claimed intermediate or advanced competence compared with just 40% of those taking IT training. The equivalent figures for Excel were 57% vs 18%, for PowerPoint 55% vs 15% and for LinkedIn 47% vs 17%.

Table 7: Computer competence for all clients

	Email	Internet	Word	Excel	PowerPoint	LinkedIn
BASE	539	539	539	539	539	539
	%	%	%	%	%	%
Never used	4	3	3	9	15	24
Basic knowledge	6	5	15	28	23	23
Intermediate	26	19	35	38	30	28
Advanced	60	68	42	19	25	19
Not stated	5	5	5	6	6	5

4.5 Level of educational qualification

No qualification was recorded for one in three of the clients using the IT service – much higher than the overall figure of 11%. Nonetheless, after taking this into account, it was still apparent that clients using the IT service had slightly lower qualifications than the Resource client base as a whole. Over one in three had low qualifications (37%) compared with 21% for the whole sample. While over half of the entire client base had medium or high qualifications (55%), this applied to only one in four (25%) of those seeking IT training. Even taking into account the higher age profile of IT clients, the level of educational qualification is still below that that would be anticipated from the entire client base.

Table 7: Highest level of educational qualifications

	All clients	IT clients
BASE:	556	63
	%	%
None	3	5
Low	21	37
Medium	32	14
High	33	10
Not stated	11	35