

2017

January 2017

JobPath Performance Data

Jobseekers Referred to JobPath July – September 2015



An Roinn Coimirce Sóisialaí
Department of Social Protection

Key Points

Jobseekers express a high level of satisfaction with the service (76 - 81% satisfaction) and a low level of dissatisfaction (5 - 8%)

Performance data in respect of first jobseekers to complete 12 months on the service indicates that JobPath participants

- Have a 23% higher rate of job-starts than non-participants and,
- Were 15% more likely to be in employment than non-participants at the end of October 2016
- Impacts are greater for very long term unemployed people (3yrs+ unemployed) where JobPath participants had
 - a 44% higher rate of job-starts than non-participants and were
 - 42% more likely to be in employment than non-participants in October 2016

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Executive Summary

- JobPath is a new service designed to support people who are long-term unemployed prepare for, secure, and sustain employment. The service provides people who are long term unemployed with the support and assistance of a personal employment advisor.
- The service is provided on behalf of the Department of Social Protection by two contractors - *Turas Nua* and *Seetec*.
- The engagement period on JobPath comprises two phases.

Phase 1 Starts with a referral of a jobseeker from the Department of Social Protection to a JobPath service provider. For most jobseekers this phase lasts up to 12 months. In some cases it can be extended to 18 months.

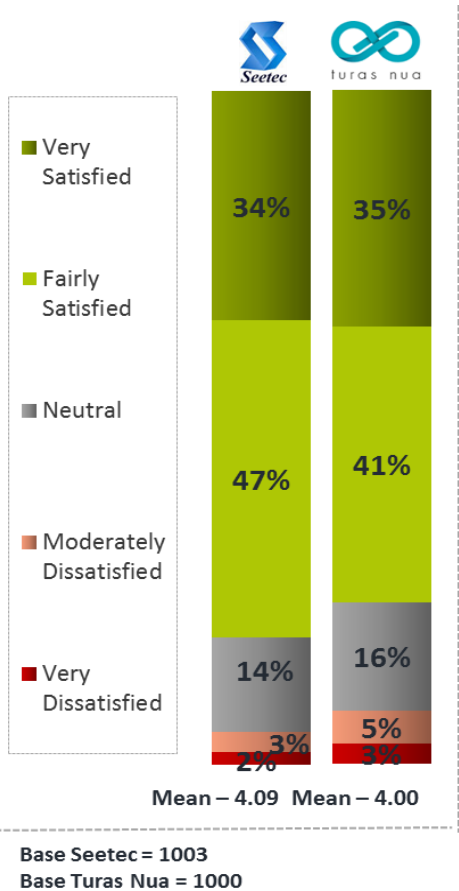
Phase 2 Commences when the jobseeker enters full-time employment. During this period the JobPath personal advisor will continue to work with the jobseeker for a period of at least three months and up to 12 months in order to help them sustain the employment.

- The earliest assessment of the impact of the service in respect of any jobseeker can only be completed at the conclusion of the initial phase of 12 months.
- This report provides data on
 - Contract and employment performance in respect of those 1,266 jobseekers who commenced the service in the period July - September 2015. i.e. Those jobseekers who had the opportunity to complete an engagement period of at least 12 months with the service.
 - Satisfaction levels among all jobseekers referred to the service in the period July 2015 - September 2016. This includes some jobseekers who are still engaged with the service.



Executive Summary - Jobseeker Satisfaction

The Department of Social Protection commissioned independent customer satisfaction research on a sample of all of the people referred to JobPath in the period July 2015 - September 2016



This research indicates that the majority of jobseekers feel that

- They are receiving a good service under JobPath (76 - 81% satisfaction vs 5 - 8% dissatisfaction)
- JobPath staff make them feel valued (90%+) and they have a good relationship with their JobPath advisor (90%+)
- The JobPath service has improved their chances of getting a job (68% - 77%)
- The service is as good as or better than the service provided in Intreo centres. (80%+)



Executive Summary - Contract Performance

- 1,266 long-term unemployed jobseekers were selected for referral in the period July - September 2015
- 50% of the 1,266 people referred were more than 3 years unemployed, 22% between 2 and 3 years unemployed and 28% between 1 and 2 years unemployed.
- The number of job outcomes reported by the service providers in respect of these 1,266 jobseekers is set out below

	No.	%	Target
Clients selected for referral	1,266		
Clients engaged with the service	1,043	82%	85%
Clients who started full-time employment	232	22.24%	14.80%
Clients who started part-time employment	37	3.5%	
Clients who started self-employment	36	3.5%	
Total employment outcomes	305	29.2%	

- This data indicates that full-time Job-starts under JobPath (22.24%) exceed the target job-start rate set out in the contract with the service providers (14.8%) by 50%.
- The target set in the contract was 62% above the weighted counterfactual job-start rate of 9.1% for 2012/2013.



Executive Summary - Employment Outcomes

The Department of Social Protection payment system record of JobPath jobseeker movements to employment compared to other long-term unemployed jobseekers is set out in the table below

Jobseekers with Employment Episodes Since July 2015								
Progression Rates	Duration Unemployed						Overall	
	LR 1-2 Years		LR 2-3 Years		LR > 3 Years			%
	JobPath	Non-JobPath	JobPath	Non-JobPath	JobPath	Non-JobPath	JobPath	Non-JobPath
Subsidised and self-employment	8.6%	5.8%	7.9%	4.9%	6.5%	3.8%	7.4%	4.6%
Part-Time Employment	9.7%	9.7%	11.8%	7.7%	8.9%	5.2%	9.8%	7.0%
Full-Time Employment	31.2%	33.6%	27.6%	23.6%	20.2%	15.8%	25.0%	22.6%
Total Employment Outcomes	49.6%	49.1%	47.3%	36.2%	35.7%	24.9%	42.2%	34.2%

- On a simple comparison this data indicates that the rate of job-starts by people referred to JobPath exceeds the rate for non-participants by 23% overall (42.2% vs 34.2%) and by 44% (35.7% vs 24.9%) in the case of people who were three years or more unemployed.
- Given the low number of people who have completed the service to date, and the potential impact of other factors such as jobseeker age, educational qualifications, prior employment history etc. this data should be treated with caution.
- The Department of Social Protection will commission an econometric counter-factual evaluation at the end of 2017 when sufficient jobseekers have completed the service to sustain a rigorous assessment of performance



Section 1: Introduction

The JobPath Service

JobPath is a new service designed to support long-term unemployed people find and sustain employment. The service provides jobseekers with practical assistance in

- Identifying barriers to employment and solutions to overcome these barriers
- Identifying 'hidden' or undervalued talents and skills
- Identifying potential fields of work
- Job searching
- Preparing and tailoring CVs
- Preparing for interviews
- Building confidence and motivation

As part of this process each jobseeker is assigned a personal advisor/case worker who meets with them regularly to help them develop a Personal Progression Plan, provide them with access to relevant training/coaching programmes, review and learn from rejected job applications/interviews and support them, as appropriate, with practical assistance in respect of job search costs.

The JobPath service also works closely with employers to secure vacancies for jobseekers and will provide the jobseeker with advice and support for at least the first three months of employment.



Section 1: Introduction

Service Providers

The JobPath service is provided by two lead contractors engaged by the Department of Social Protection:

- Turas Nua provides services in the southern half of the country
- Seetec provides services in the northern half of the country (including Dublin and Galway)

In total the contractors engage about 600 staff in delivering the service from 84 locations around the country.

Participants on JobPath

The contractors work with jobseekers selected by the Department of Social Protection. The participants selected for JobPath are all people who are already long term unemployed. The contract also makes provision to select unemployed people who are at high risk of long term unemployment.

Service Duration

Each jobseeker is provided with the service for 12 months (up to 18 months in some instances) prior to securing employment and for at least 3 months and up to 12 months while in employment.

The earliest full outcomes can be measured is therefore at the end of this 24 - 30 month period

This report provides an interim assessment as of 31 October 2016 in respect of people referred to the service in July - September 2015.



Section 1: Introduction

Service Outcomes

As the purpose of JobPath is to help people find and sustain employment the critical performance measure is the number of full time jobs found and sustained by participants.

For this purpose:

- A job is defined as employment of at least 30 hours work per week such that the jobseeker is no longer on the live register or in receipt of a jobseeker payment.
- A sustained job is one that last for at least 13 weeks but ideally for up to 12 months (See below)

Service Costs/Payments

The JobPath service providers are paid by means of two types of fees:

- A Registration Fee: - paid when the first personal progression plan is completed for each Jobseeker
- Job Sustainment Fees:- paid for each completed period of 13 weeks of full-time employment.
 - A maximum of four sustainment fees are paid in respect of any client.

Contractors maximise their fees if they help the jobseeker sustain employment for 12 months.

The fees are tiered such that higher fees are paid in respect of people who are longer-term unemployed.



Section 1: Introduction

Employment Performance Using Payment System Data

The Department of Social Protection can track movements of participants on and off the Live Register via its own payment systems' data.

Section 2 sets out a *simple* comparison of JobPath participant movements with those long term unemployed people who didn't use the service. This data should be treated with caution as

- The number of people who have completed the service is still very low
- It does not control for differing characteristics between the people selected for JobPath and those who were not selected. (e.g. age, prior employment history, qualifications etc.)
- Some jobseekers may misclassify their reasons for signing off or may not give a reason.
- The sustainment data is 'point in time' and does not take account of differing job-start dates.

A full econometric counterfactual impact evaluation will be commissioned at the end of 2017 when sufficient people have completed the service to sustain a rigorous assessment.



Section 1: Introduction

Contract Employment Performance Measures

A number of measures are used to assess JobPath performance

- (i) Engagement data: How many people engaged with the service
- (ii) Job-start data: How many people entered employment.
- (iii) Job sustainments: How many people sustained employment.

Targets for Job-Starts (on average 62% higher than the then counterfactual) were set by the Department of Social Protection when it tendered the service in 2013.

Bidders were required to at least meet this target and to submit 'bids' based on employment sustainment rates.

The tender counterfactual rate for the mix of jobseekers referred in the July-September 2015 period was 9.1%. The target job-start rate for this group is, therefore, 14.8%

Performance, to date, against the Job-start targets and the employment sustainment bids are provided in Section 3.

It is to be noted that this data only relates to the 1,266 jobseekers referred to the service in July - September 2015 and who have had an opportunity to avail of the service for the full 12 month engagement period.

Data in respect of other jobseekers using the service will be reported in future releases.



Section 1: Introduction

Customer Service Satisfaction Measures

As part of the contract the two service providers are required to offer a service guarantee to JobPath participants covering both the service elements (personal advisor, access to online services etc.) to be provided and the standard of service (e.g. accessibility, opening hours, treating customers with respect) with which these service elements will be provided.

Failure to honour this guarantee can result in payment penalties.

The Department of Social Protection commissioned an independent survey of JobPath participants to assess the standard of service delivered by the JobPath service providers.

The results of this survey are set out in Section 4.



Section 2: Payment Systems Data: Job-starts

Jobseekers with Employment Episodes Since July 2015								
Progression Rates	Duration Unemployed						Overall	
	LR 1-2 Years		LR 2-3 Years		LR > 3 Years			%
	JobPath	Non-JobPath	JobPath	Non-JobPath	JobPath	Non-JobPath	JobPath	Non-JobPath (Weighted)
Subsidised and self-employment	8.6%	5.8%	7.9%	4.9%	6.5%	3.8%	7.4%	4.6%
Part-Time Employment	9.7%	9.7%	11.8%	7.7%	8.9%	5.2%	9.8%	7.0%
Full-Time Employment	31.2%	33.6%	27.6%	23.6%	20.2%	15.8%	25.0%	22.6%
Total Employment Outcomes	49.6%	49.1%	47.3%	36.2%	35.7%	24.9%	42.2%	34.2%
Ratio:- JobPath Episodes:Non-JobPath Episodes								
Progression Rates	Duration Unemployed						Overall	
	LR 1-2 Years		LR 2-3 Years		LR > 3 Years			
	JobPath As % of Non-JobPath		JobPath As % of Non-JobPath		JobPath As % of Non-JobPath		JobPath As % of Non-JobPath	
Subsidised and self-employment	148%		161%		170%		160%	
Part-Time Employment	100%		154%		171%		139%	
Full-Time Employment	93%		117%		128%		111%	
Total Employment Outcomes	101%		131%		144%		123%	

JobPath participants demonstrate a higher rate of job starts (+23%) compared to non-participants.

The job-start impact appears to be greater for people (+44%) who have a longer duration of unemployment



Section 2: Payment Systems Data - Job Sustainment

Employment Status as of 31 October 2016				
Progression Rates	Duration Unemployed			Overall
	LR 1-2 Years	LR 2-3 Years	LR > 3 Years	
	JobPath as % of Non-JobPath	JobPath as % of Non-JobPath	JobPath as % of Non-JobPath	JobPath as % of Non-JobPath
Subsidised and self-employment	139%	136%	164%	149%
Part-Time Employment	82%	71%	119%	94%
Full-Time Employment	82%	128%	142%	112%
Employment sub-total	91%	117%	142%	115%

Indicative ‘point-in-time’ data on job sustainments using payment systems’ records suggests that people referred to JobPath in July - September 2015 were 15% more likely to be in employment than other long term unemployed people as of 31 October 2016.

- The increase appears to be greater for longer term unemployed people (+42%).
- The difference for shorter-term unemployed people appears to be negative (-9%)

This data should be treated with caution given the low numbers of JobPath participants, the potential impact of other non-reported factors such as age, prior duration of unemployment, duration in employment, educational qualifications etc. and also the fact that it does not account for differences in job-start dates.

The counter-factual impact evaluation to be commissioned in 2017 will ‘control’ for these and other factors and produce a more robust comparison.



Section 3: Contract Performance Data - Job-Starts

Contract Data	Referrals July 2015 - September 2015			
	1 - 2 Years On LR	2 - 3 Years On LR	> 3 Years On LR	Total
Referred	359	279	628	1,266
Withdrawals / cancellations	72	43	108	223
Net Referrals	287	236	520	1,043
Engagers (with PPP)	287	236	520	1,043
% Engagement of Net Referred	100%	100%	100%	100%
Notified Job-starts				
Full-time	77	59	96	232
Part-time	11	6	20	37
Self-employed	13	7	16	36
Total Job-starts	101	72	117	305
All Job-Starts as % of engagers	35%	31%	23%	29%
Full-time job-start % of engagers	27%	25%	18%	22%
Counterfactual rate from RFT	16%	10%	5%	9%
Expected job-start % of engagers	26.0%	16.0%	8.0%	14.8%
Actual:Expected job-start ratio	103%	156%	231%	151%

Notified job-starts are 50-51% higher than the contracted target - which was set at 62% above the 2012/2013 counterfactual.

Notified job-starts for very long term unemployed people are particularly high at 131% above the target level

Section 3: Contract Performance Data - Job-Sustainments

Contract Data	Referrals July 2015 - September 2015			
	1 - 2 Years On LR	2 - 3 Years On LR	> 3 Years On LR	Total
13 Week Job Sustainments Notified				
Potential Job Sustainments	76	58	93	227
Notified Sustainments	52	39	60	151
% Sustainment Rate	68%	67%	65%	67%
Blended Contractor Commitment	75%	75%	75%	75%
Ratio of Actual:Commitment	92%	90%	86%	89%
Forecast Job Sustainments	55	28	30	113
Notified Job-Sustainments	52	39	60	151
Notified Vs Forecast	95%	141%	199%	134%

Blended target sustainment rates based on the rates bid by the providers in their tenders is shown for 13 week job sustainments

Contractor performance against sustainment targets is 11% lower than bid (67% of jobs are sustained for 13 weeks vs 75% as bid in the contractor tenders) however this is against a higher level of job-starts.

Given the higher number of job-starts the overall number of job-sustainments (151) is therefore 34% higher than the anticipated job-sustainments (113) .

26, 39 and 52 week job sustainments will be provided in future reports

Section 4: Customer Satisfaction Research

The following pages contain the results of the independent customer satisfaction survey conducted on behalf of the Department of Social Protection by W5





JobPath satisfaction Study

9th December, 2016

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Results

Introduction

Dept. of Social Protection want to assess satisfaction with JobPath services, Seetec and Turas Nua across Republic of Ireland from the point of view of jobseekers.

Research Objectives

Specifically we needed to find out:

- Overall satisfaction with Seetec/Turas Nua services
- Satisfaction with Seetec/Turas Nua offices
- Satisfaction with Seetec/Turas Nua Staff
- Satisfaction with Seetec/Turas Nua services
- Satisfaction with Seetec/Turas Nua processes

The Sample:

A representative sample of 1000 JobPath candidates using Seetec and Turas Nua respectively were interviewed. All interviews were undertaken over the telephone

Fieldwork dates: 11/10/2016 - 21/10/2016

Executive summary – Key messages

- Strong overall performance for JobPath providers' Turas Nua and Seetec.
- Scores across the key areas of Premises, Staff, and Processes are routinely in the top quartile for both providers. Job Path clients reserve their highest scores for staff, with strong endorsement of their work in making them feel valued, trying their best for them and being good at their job
- Scores are a little more circumspect re: services. Scores are lowest for both providers re: online services, belief that the work done is improving their prospects of getting a job and that training courses are of good quality.
- Seetec records a stronger overall satisfaction score than Turas Nua and does better on aspects relating to staff. Key areas where Seetec pull away are: ease of contact, perception of a good working relationship with personal advisor, as well as personal advisor aid in choice of training and personal progression plan
- Turas Nua does better than Seetec on aspects related to Premises, namely: opening hours, ease of travel to office and bright and airy premises.
- Just slightly more than half feel that the JobPath service is better than those provided by the Intreo centre/Branch office.
- Of the small minority who gave suggestions for improvement, the initiatives suggested tended to concentrate on provision of better variety of jobs, more suitable courses and better service for older people

The Sample





Number of respondents	Seetec N=1,003	Turas Nua N=1,000
Gender		
Male	667 (67%)	690 (69%)
Female	301 (30%)	270 (27%)
Unknown	35 (3%)	40 (4%)
Age		
Under 25	51 (5%)	41 (4%)
25+	917 (92%)	919 (92%)
Unknown	35 (3%)	40 (4%)
Nationality		
Irish	798 (80%)	834 (83%)
Non-Irish	161 (16%)	166 (17%)
Unknown	41 (4%)	0 (0%)
Jobseeker Type		
Under 12 months	1 (0%)	0 (0%)
1-2 years	233 (23%)	257 (26%)
2-3 years	196 (20%)	163 (16%)
3+	573 (57%)	580 (58%)

	Number of respondents
Seetec Regions	
Dublin Central	125 (12%)
Dublin North	69 (7%)
Dublin South	59 (6%)
Midlands North	234 (23%)
North East	200 (20%)
North West	122 (12%)
West	194 (19%)
Turas Nua Regions	
Cork Central	220 (22%)
Mid Leinster	168 (17%)
Mid West	198 (20%)
Midlands South	136 (14%)
South East	210 (21%)
South West	68 (7%)

Results





Overview of results (I)

Overall ratings are very strong especially on staff

Overall satisfaction with Seetec (4.09) [▲] , Turas Nua (4.00)					
Offices – Agreement			Staff- Agreement		
					
Convenient opening hours	4.30	4.47 [▲]	Make me feel valued	4.67	4.62
Travelling to the office is easy	4.27	4.37 [▲]	Try best for me	4.68	4.65
Bright and airy premises and a nice place to be	4.47	4.58 [▲]	Good at their job	4.68	4.65
Greeted in a friendly manner, when entered the office	4.47	4.51	A good working relationship with personal advisor	4.62 [▲]	4.53
Seen in a reasonable time for pre-arranged appointments	4.49	4.49	Can contact personal advisor when need to	4.58 [▲]	4.48
Mean score on 1-5 scale for all questions			▲ Statistically significantly better than other provider at 95% CL		

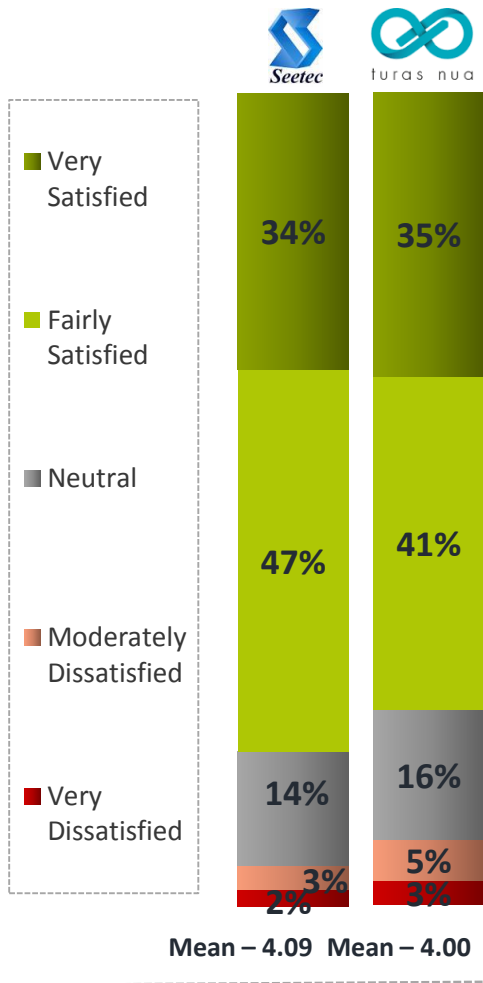
Overview of results (II)

Relatively speaking ratings on Services are slightly weaker across providers

Services- Agreement	 Seetec	 Iurgis	Processes – Satisfied	 Seetec	 Iurgis
After first group session had a good understanding of the service being offered and how it would help	4.00	4.05	The one-to-one meetings with Personal advisor	4.37 ▲	4.27
First meeting organised within 2 weeks of group session	4.00	3.99	The drop in service	4.25 ▲	4.17
Personal advisor helped to develop a personal progression plan to set goals and focus on finding a job	3.99 ▲	3.88	Job search facilities (online, local ads, support from personal advisor)	4.23	4.17
The training/ courses were of good quality	3.92	3.90	The online services	4.16	4.14
Helped improve prospects in getting a job	3.93	3.87			
Easy to access online services	3.86	3.93			
Personal advisor helped choose the right training	3.95 ▲	3.86			
Mean score on 1-5 scale for all questions		▲ Provider statistically significantly better rated than other at 95% CL			

Overall Satisfaction with Seetec and Turas Nua

More than three quarters claim to be very or fairly satisfied with Seetec and Turas Nua respectively



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	4.06	3.98
Female	4.13	4.09

Age

	Seetec	Turas Nua
Under 25*	3.96	3.98
25+	4.09	4.01

Nationality

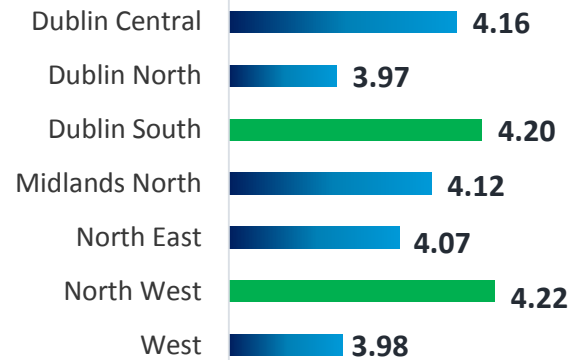
	Seetec	Turas Nua
Irish	4.09	3.97
Non-Irish	4.11	4.16

Duration

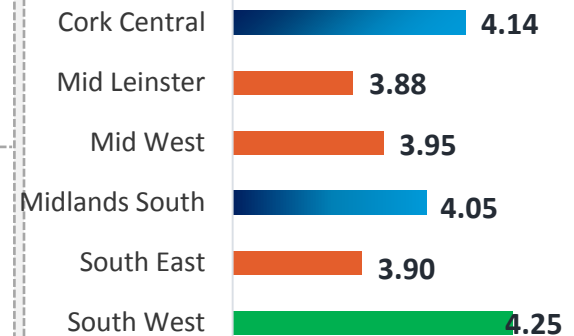
	Seetec	Turas Nua
1-2 years	4.07	3.96
2-3 years	4.14	4.01
3+ years	4.08	4.02

Caution : small base n= less than 50

Seetec Regions



Turas Nua Regions

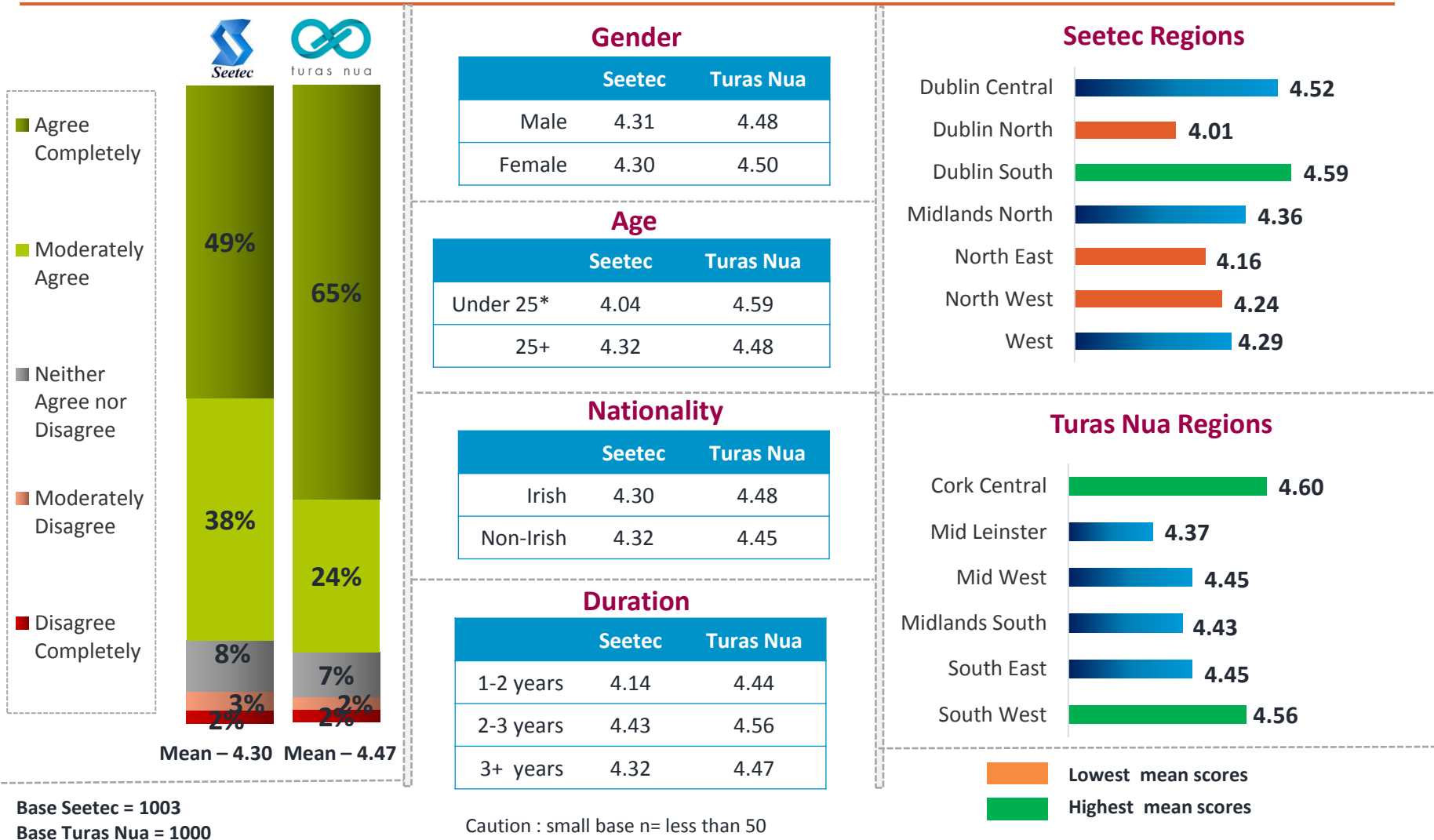


Lowest mean scores
Highest mean scores

Premises

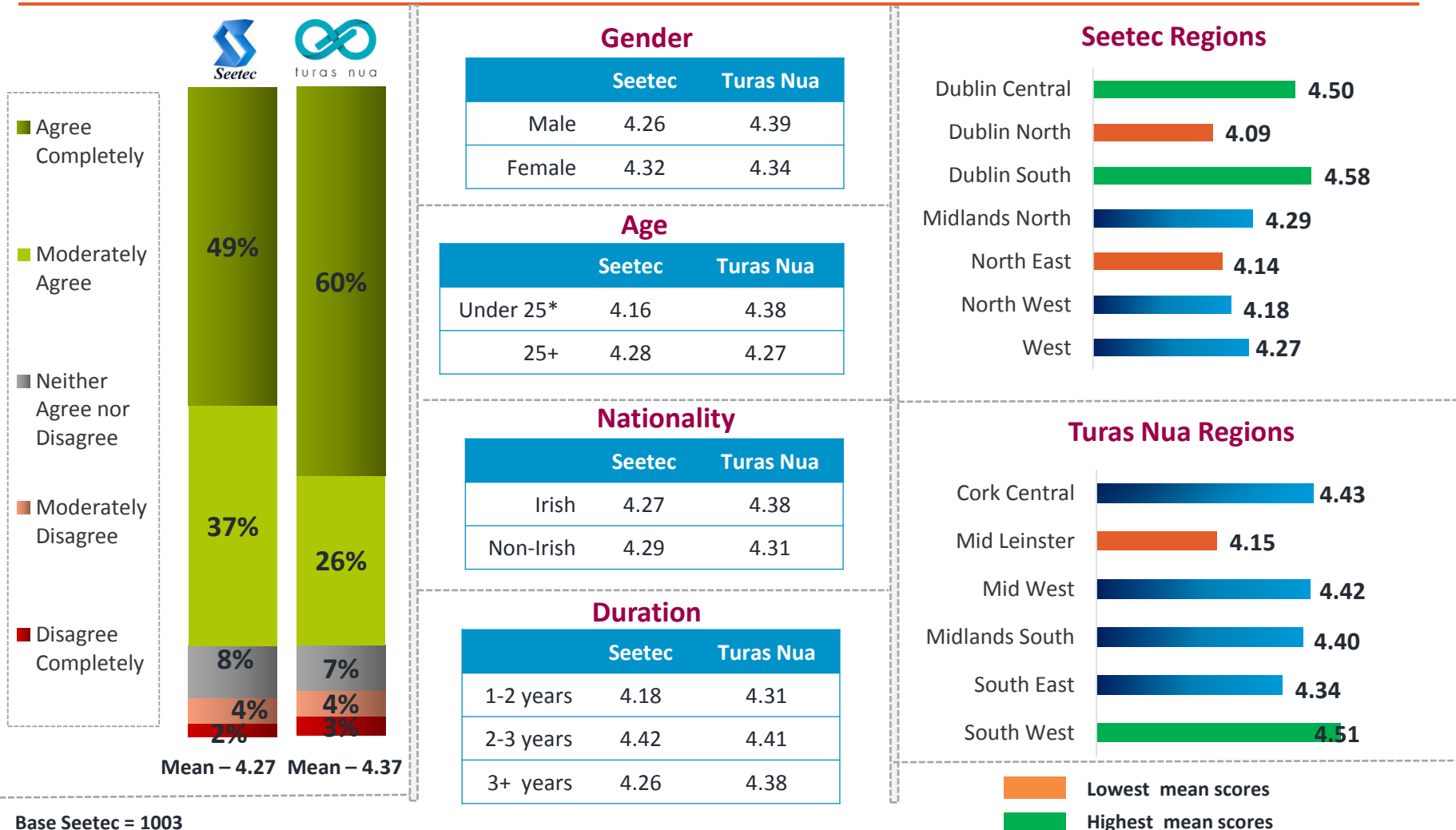
Level of agreement with opening hours convenience

Nearly nine in ten agree that the opening hours are convenient



Level of agreement with - Travelling to the Seetec/Turas Nua office is easy

Nearly nine in ten agree that travel to the office is easy

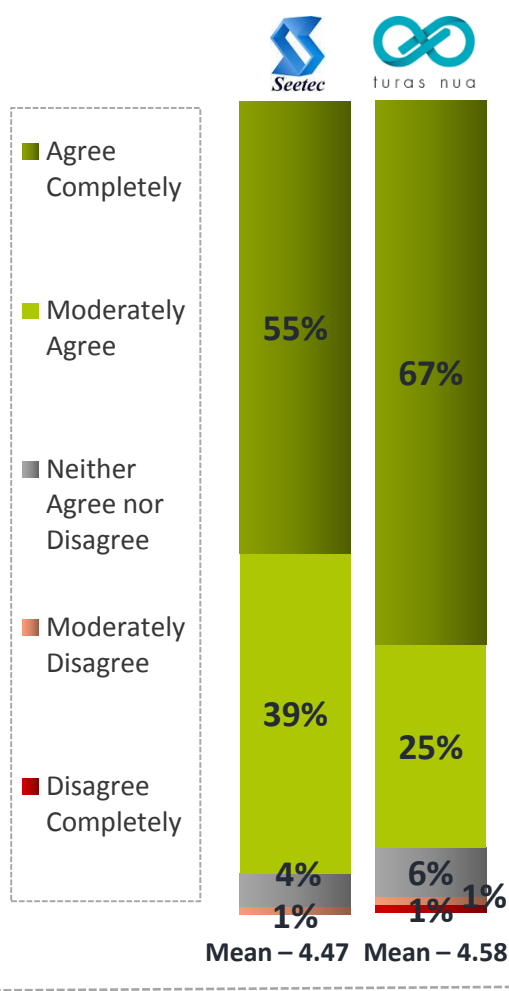


Base Seetec = 1003
Base Turas Nua = 1000

Caution : small base n= less than 50

Level of agreement with - The Seetec/Turas Nua office is bright and airy and a nice place to be

Majority (over 90%) agree that the offices are nice places to be



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	4.47	4.58
Female	4.48	4.57

Age

	Seetec	Turas Nua
Under 25*	4.18	4.34
25+	4.49	4.59

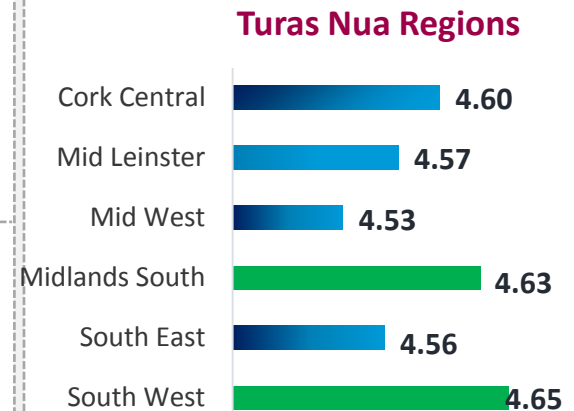
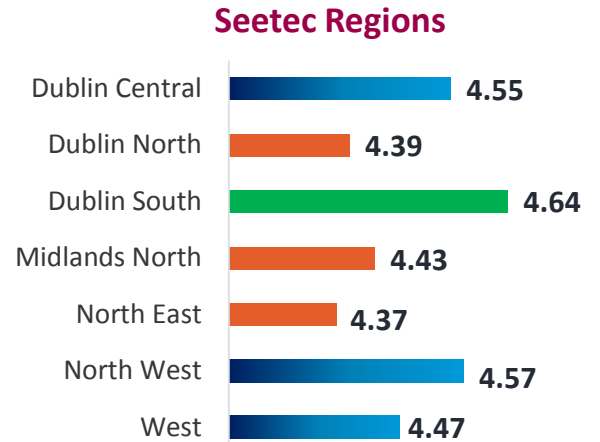
Nationality

	Seetec	Turas Nua
Irish	4.48	4.59
Non-Irish	4.40	4.52

Duration

	Seetec	Turas Nua
1-2 years	4.20	4.48
2-3 years	4.57	4.53
3+ years	4.54	4.64

Caution : small base n= less than 50

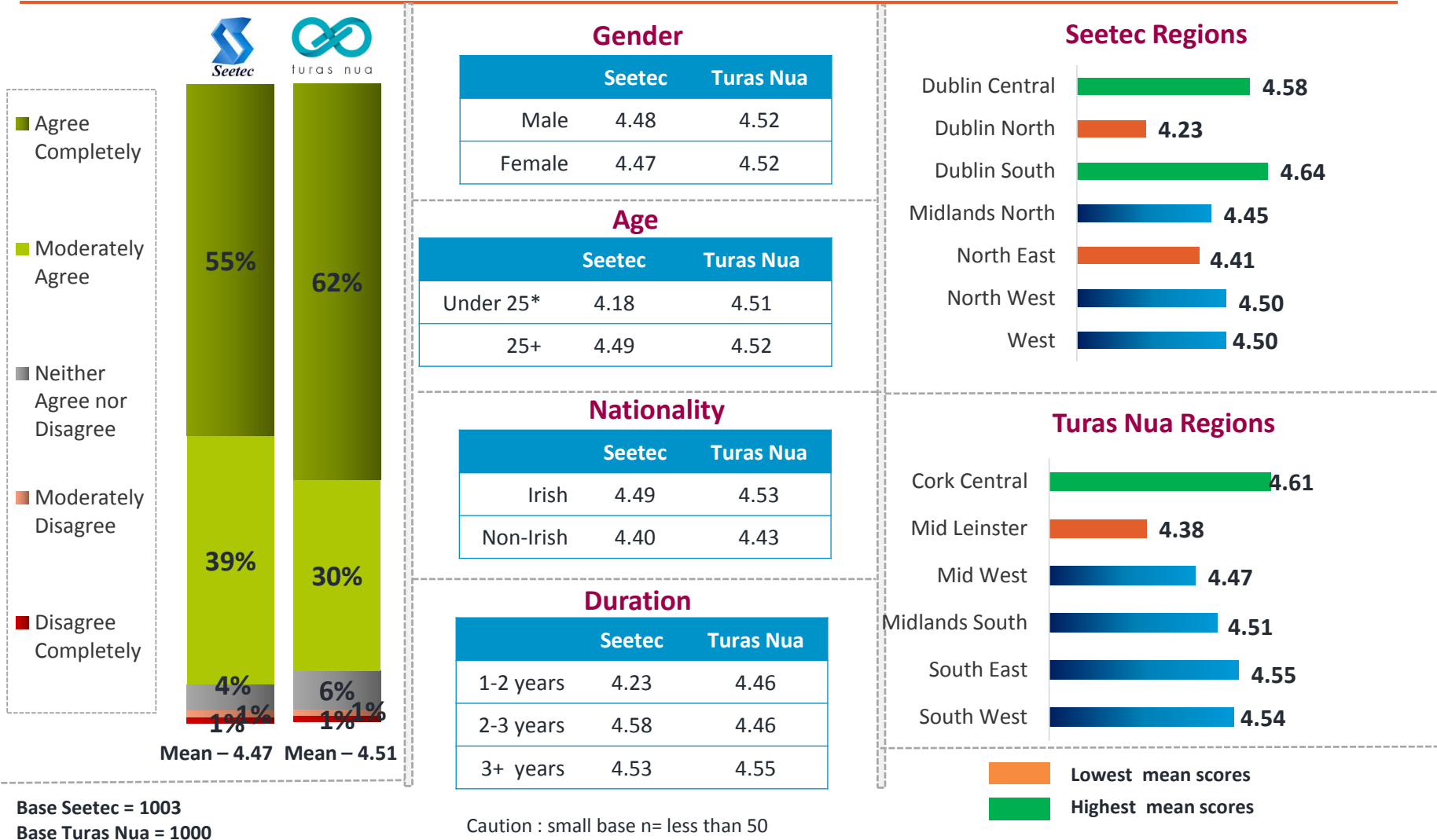


Lowest mean scores
Highest mean scores

Staff

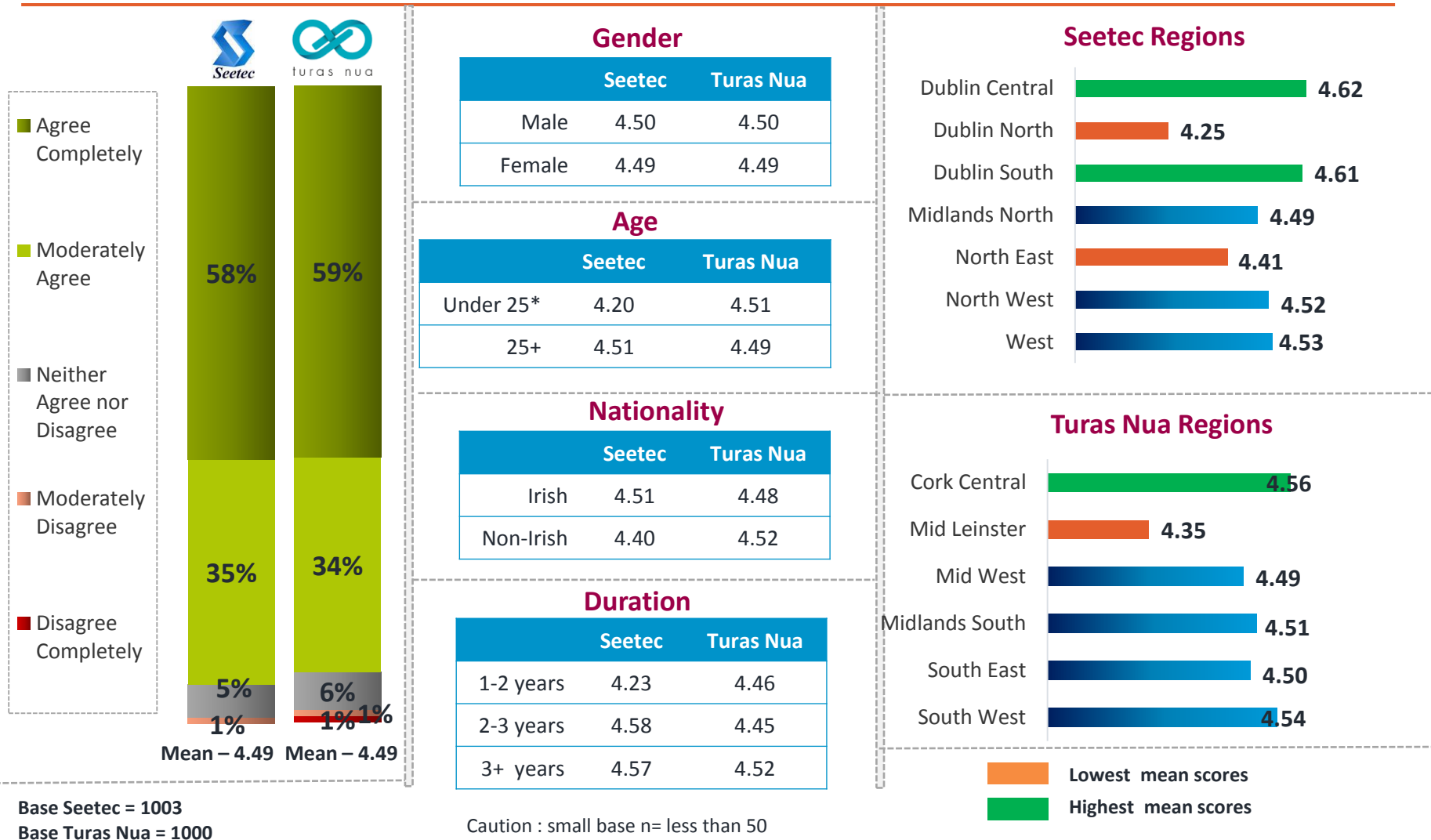
Level of agreement with – Greeted in a friendly manner

Over 90% of JobPath clients agree that they were greeted in a friendly manner



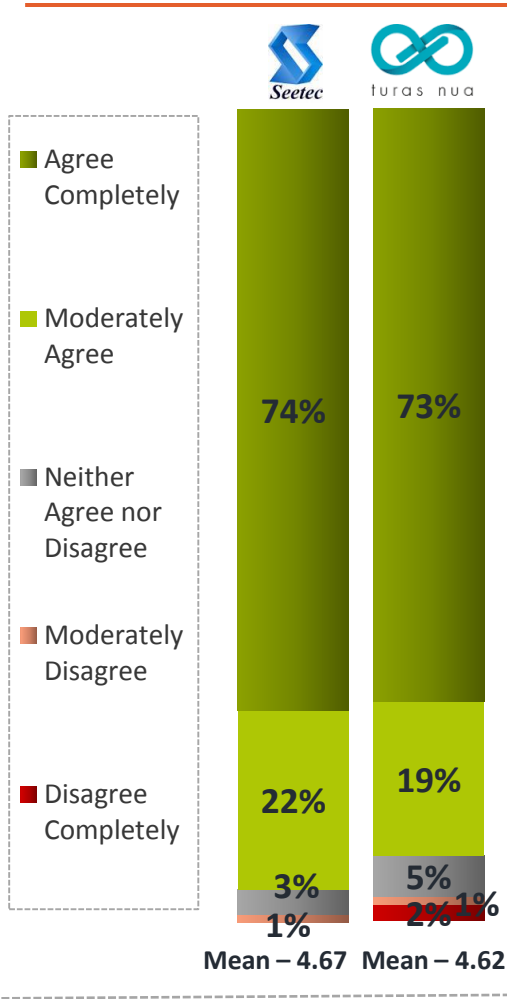
Level of agreement with – Seen in a reasonable time for pre-arranged meeting

Majority agree that they were seen in a reasonable time for the meeting



Level of agreement with – Staff make me feel valued

Most (over 90%) agree that staff make them feel valued



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	4.67	4.61
Female	4.70	4.67

Age

	Seetec	Turas Nua
Under 25*	4.49	4.54
25+	4.69	4.63

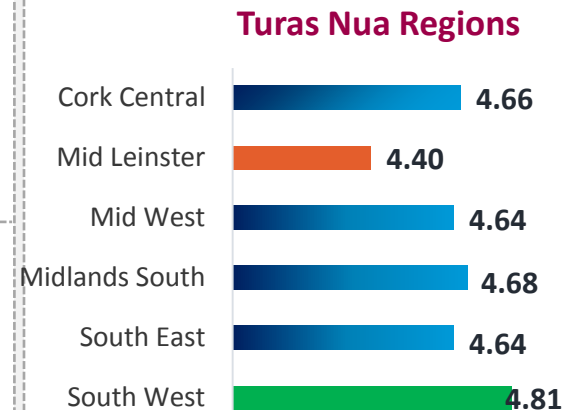
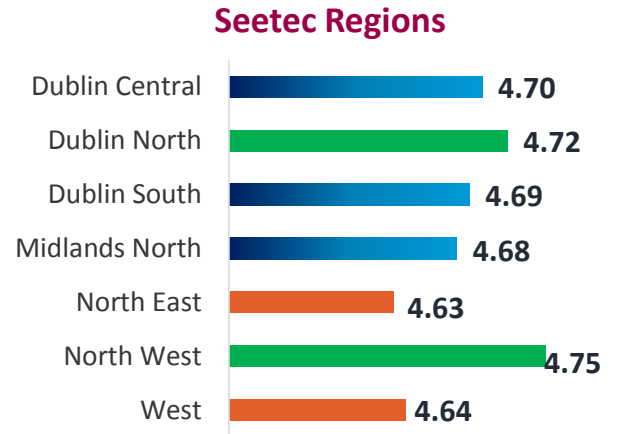
Nationality

	Seetec	Turas Nua
Irish	4.67	4.62
Non-Irish	4.68	4.63

Duration

	Seetec	Turas Nua
1-2 years	4.46	4.50
2-3 years	4.79	4.59
3+ years	4.72	4.69

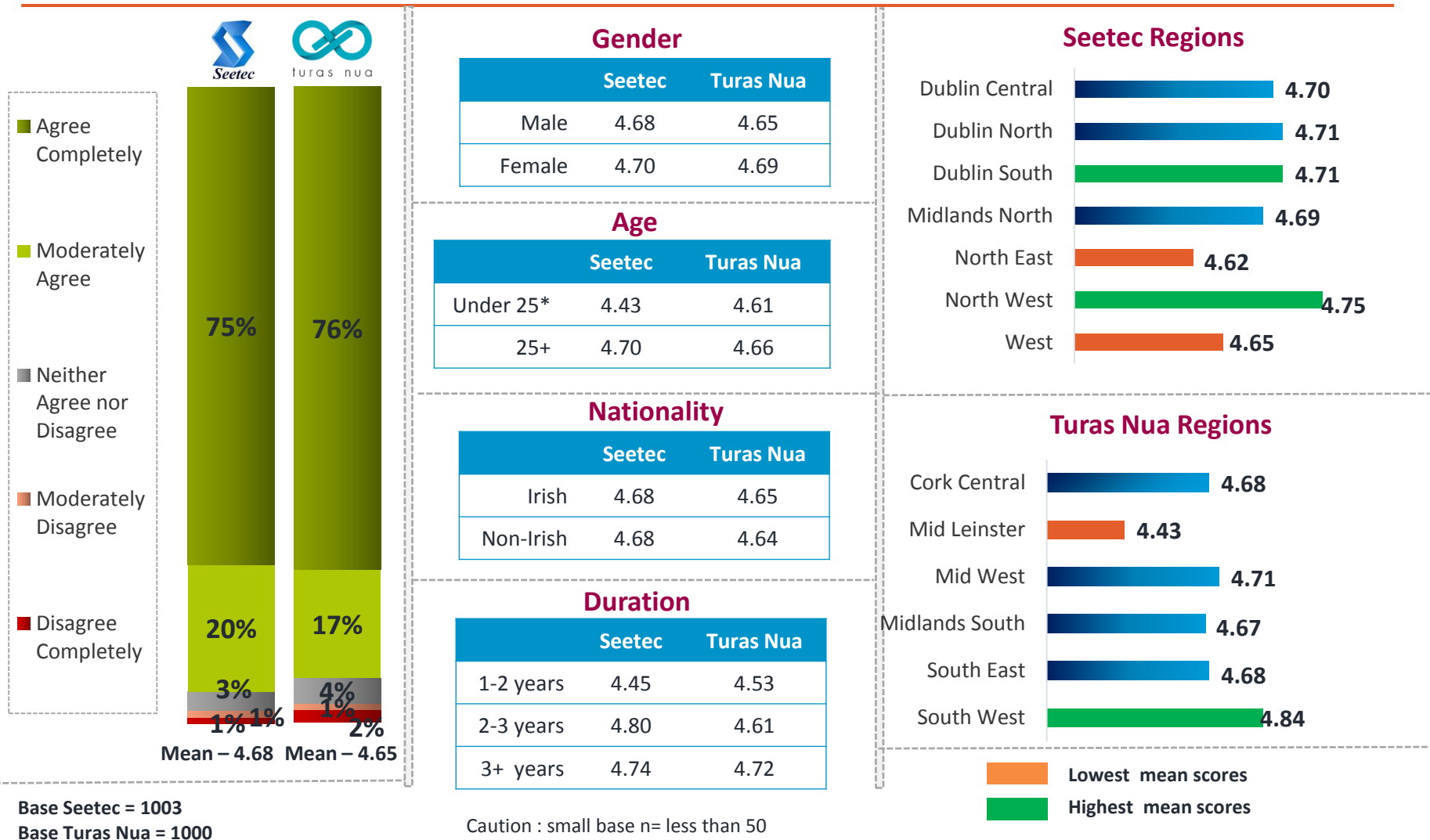
Caution : small base n= less than 50



Lowest mean scores (Orange)
Highest mean scores (Green)

Level of agreement with – Staff try their best for me

Staff are rated very strongly as doing their best for JobPath clients

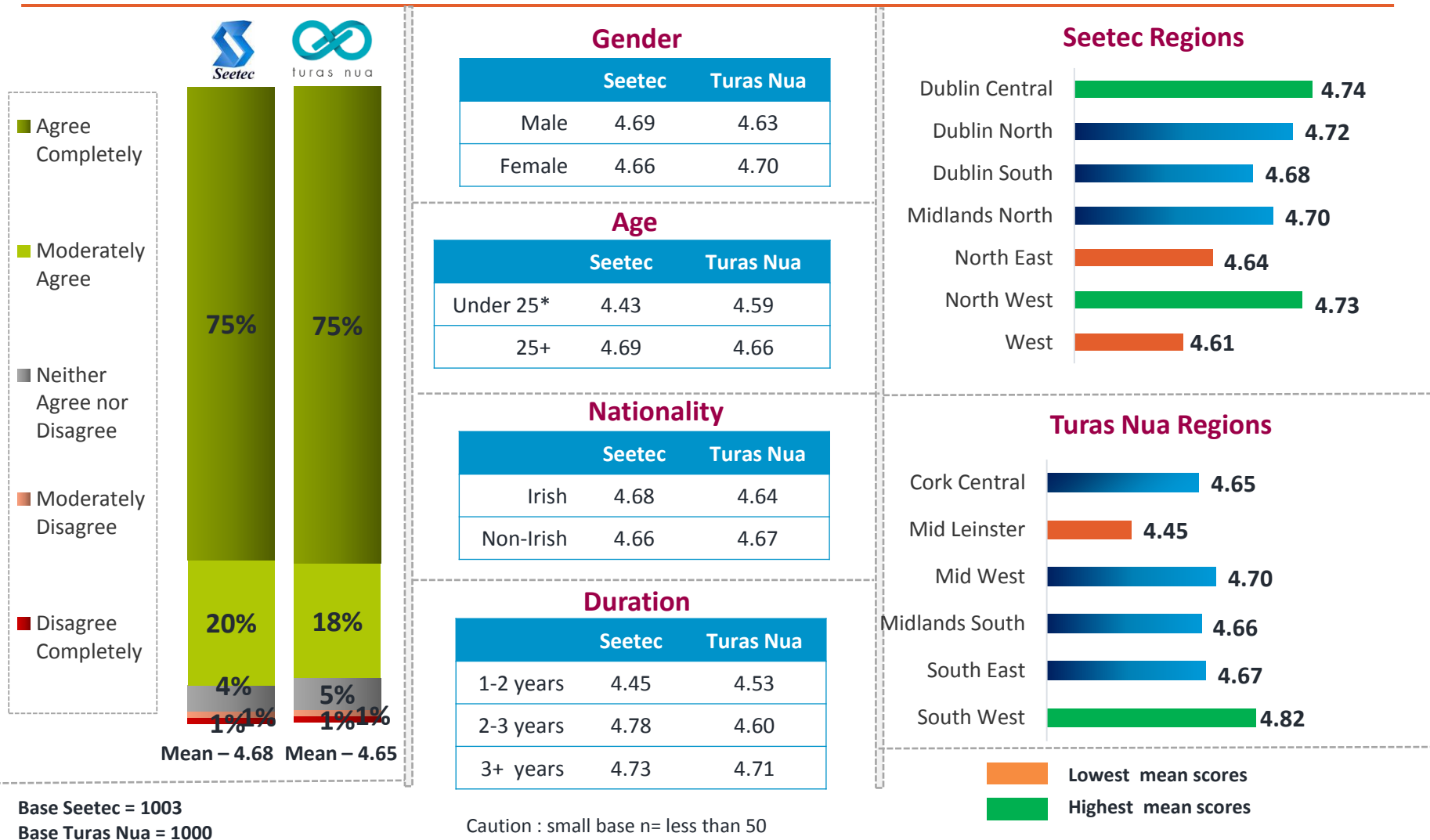


Base Seetec = 1003
Base Turas Nua = 1000

Caution : small base n= less than 50

Level of agreement with – Staff are very good at their jobs

Overall majority agree that staff are good at their jobs

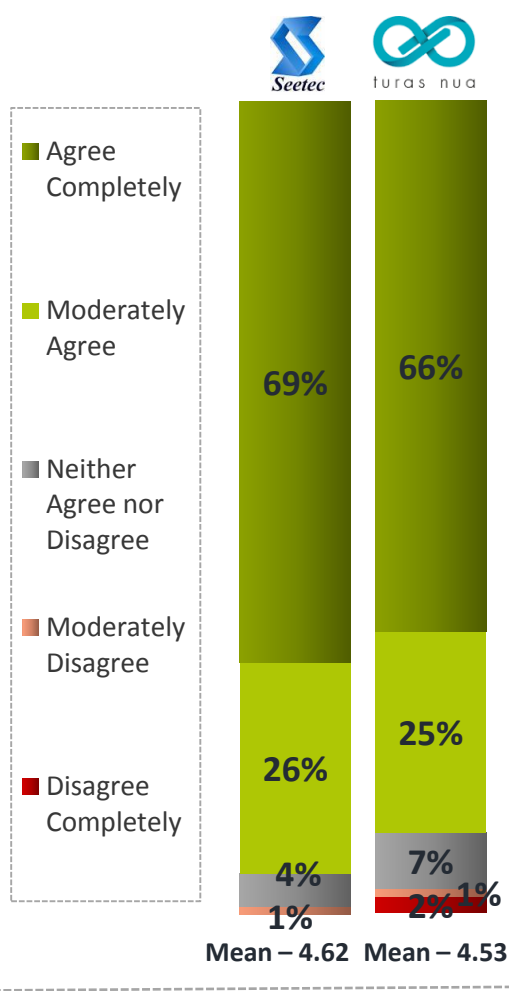


Base Seetec = 1003
Base Turas Nua = 1000

Caution : small base n= less than 50

Level of agreement with – Have a good working relationship with my personal advisor

JobPath clients have a good working relationship with their personal advisors



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	4.61	4.52
Female	4.64	4.60

Age

	Seetec	Turas Nua
Under 25*	4.43	4.46
25+	4.63	4.54

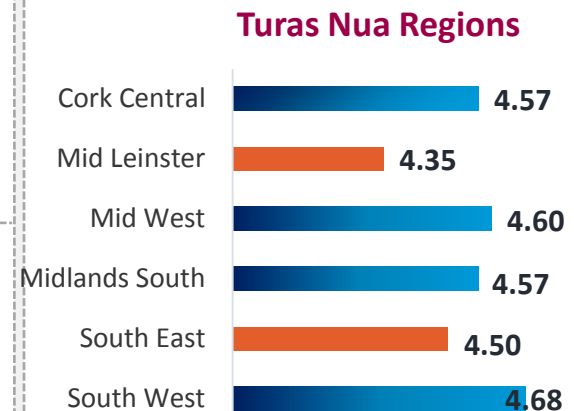
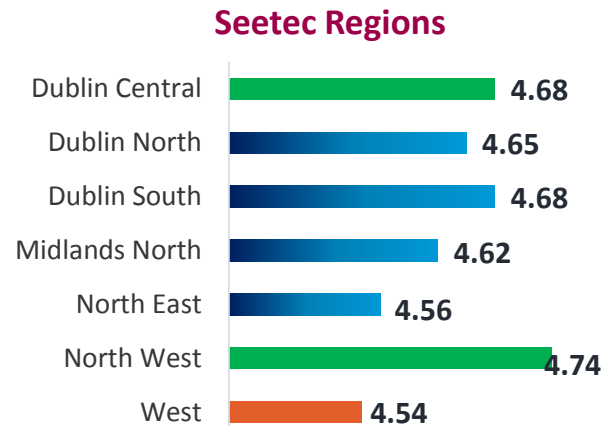
Nationality

	Seetec	Turas Nua
Irish	4.60	4.52
Non-Irish	4.62	4.59

Duration

	Seetec	Turas Nua
1-2 years	4.40	4.40
2-3 years	4.76	4.42
3+ years	4.66	4.62

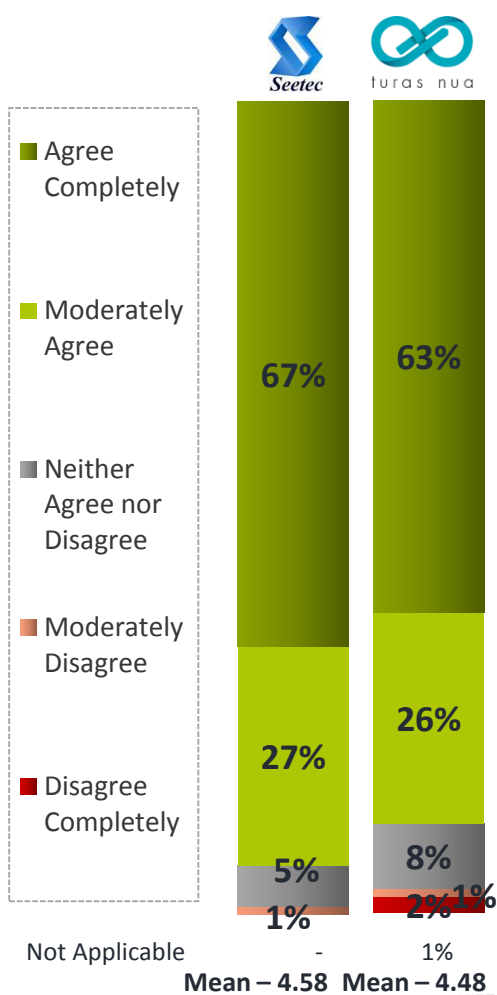
Caution : small base n= less than 50



Lowest mean scores
Highest mean scores

Level of agreement with – Can contact my personal advisor when need to

Most JobPath clients agree that they can contact their personal advisors when need to



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	4.58	4.49
Female	4.58	4.51

Age

	Seetec	Turas Nua
Under 25*	4.41	4.37
25+	4.59	4.50

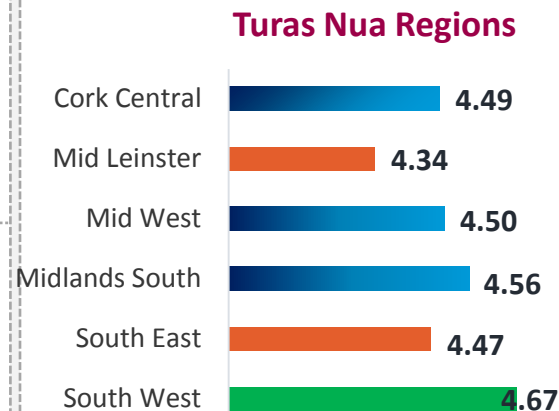
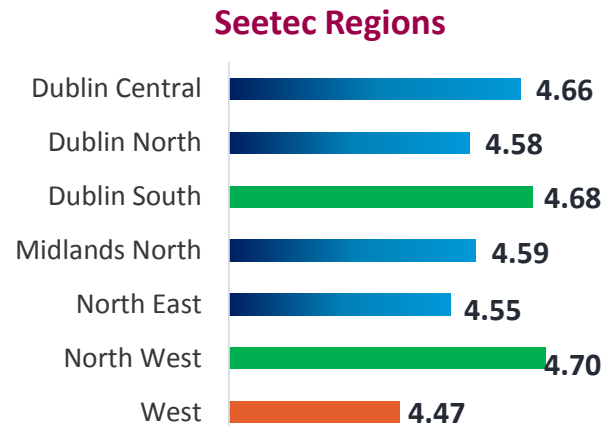
Nationality

	Seetec	Turas Nua
Irish	4.58	4.47
Non-Irish	4.60	4.57

Duration

	Seetec	Turas Nua
1-2 years	4.36	4.35
2-3 years	4.71	4.32
3+ years	4.63	4.59

Caution : small base n= less than 50

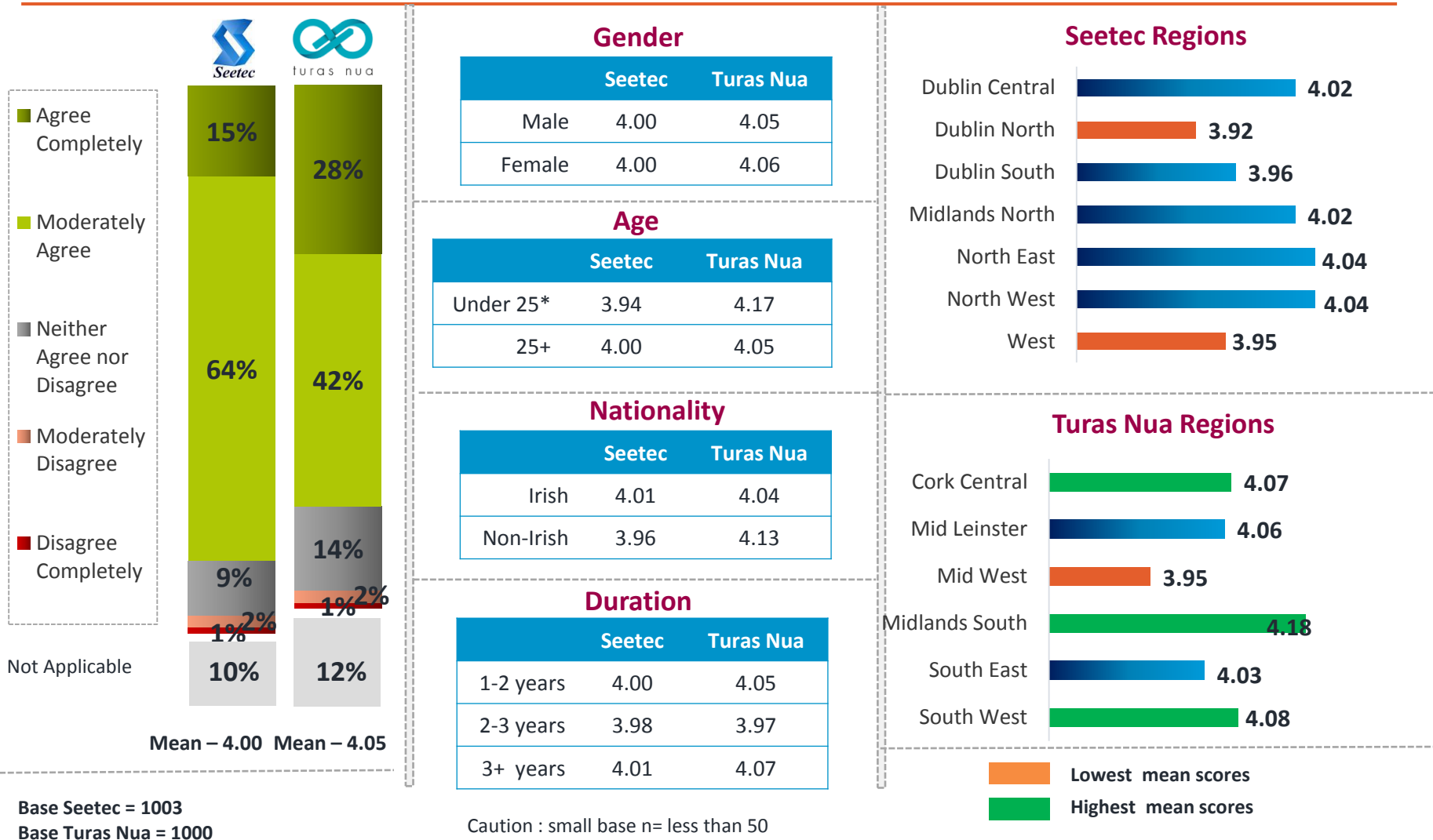


Lowest mean scores
Highest mean scores

Services

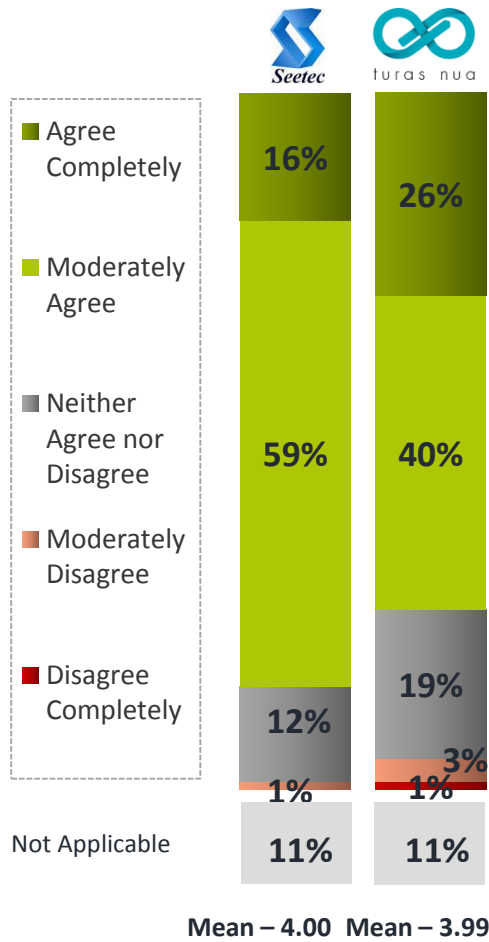
Level of agreement with – Had a good understanding of the service being offered after the first group session

Slightly more considered scores re: Understanding imparted by first group session



Level of agreement with – The first meeting with personal advisor was organised within two weeks of the group session

75% of Seetec and 66% Turas Nua clients agreed that the first meeting with personal advisor was organised within two weeks of the group session



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	4.00	3.98
Female	4.02	4.03

Age

	Seetec	Turas Nua
Under 25*	3.92	3.85
25+	4.01	4.00

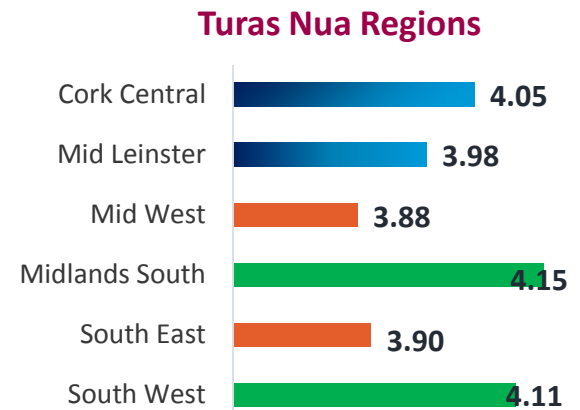
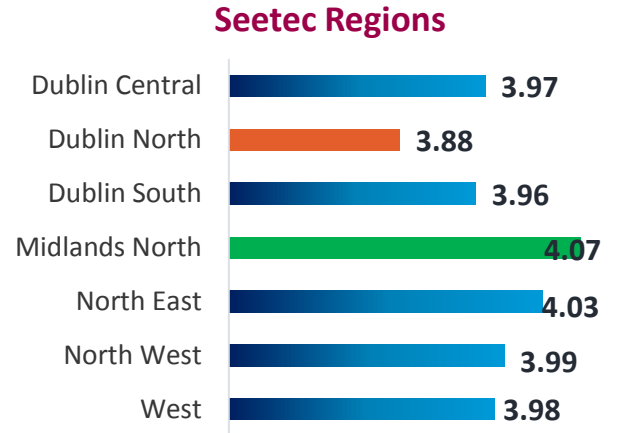
Nationality

	Seetec	Turas Nua
Irish	4.01	3.97
Non-Irish	3.98	4.11

Duration

	Seetec	Turas Nua
1-2 years	4.11	3.96
2-3 years	3.90	3.91
3+ years	4.00	4.03

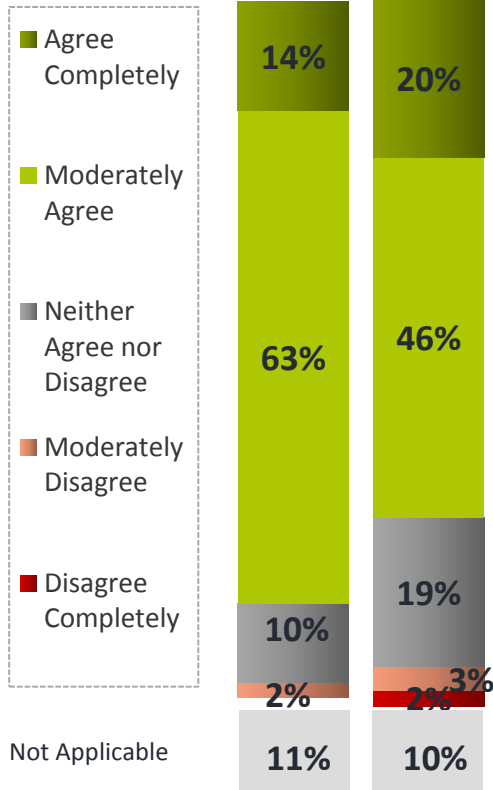
Caution : small base n= less than 50



Lowest mean scores
Highest mean scores

Level of agreement with – Personal advisor helped to develop a personal progression plan to set goals and focus on finding a job

Most agree that their personal advisor helped them develop a personal progression plan and set goals



Mean – 3.99 Mean – 3.88

Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	3.98	3.87
Female	3.99	3.91

Age

	Seetec	Turas Nua
Under 25*	3.90	3.86
25+	3.99	3.88

Nationality

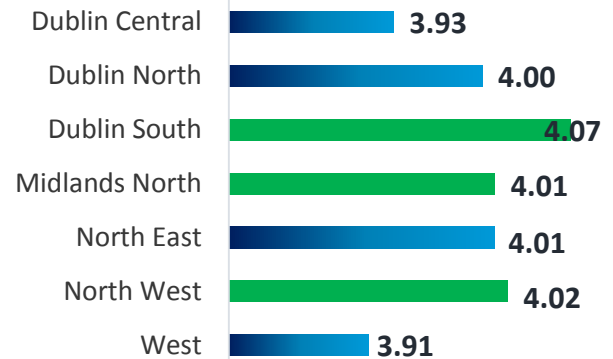
	Seetec	Turas Nua
Irish	3.98	3.85
Non-Irish	4.01	4.01

Duration

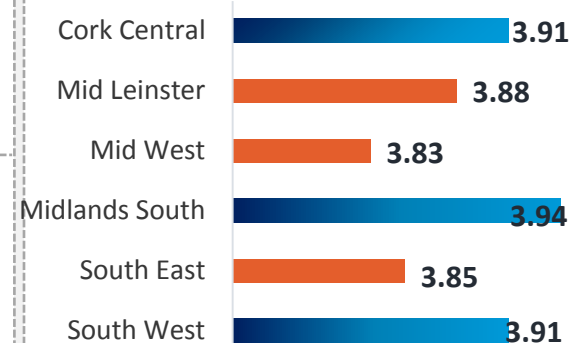
	Seetec	Turas Nua
1-2 years	4.08	3.91
2-3 years	3.91	3.84
3+ years	3.97	3.87

Caution : small base n= less than 50

Seetec Regions



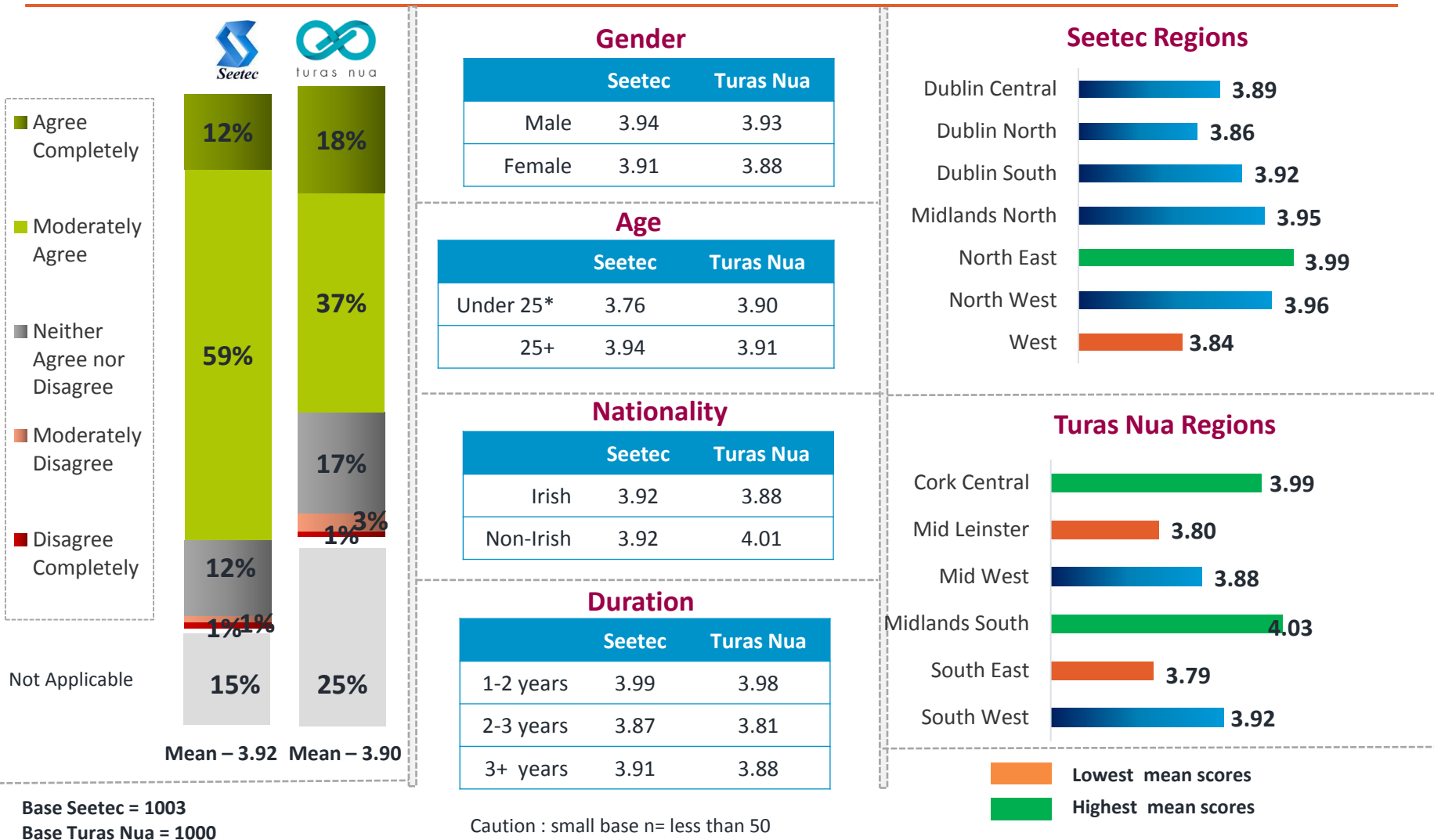
Turas Nua Regions



Lowest mean scores
Highest mean scores

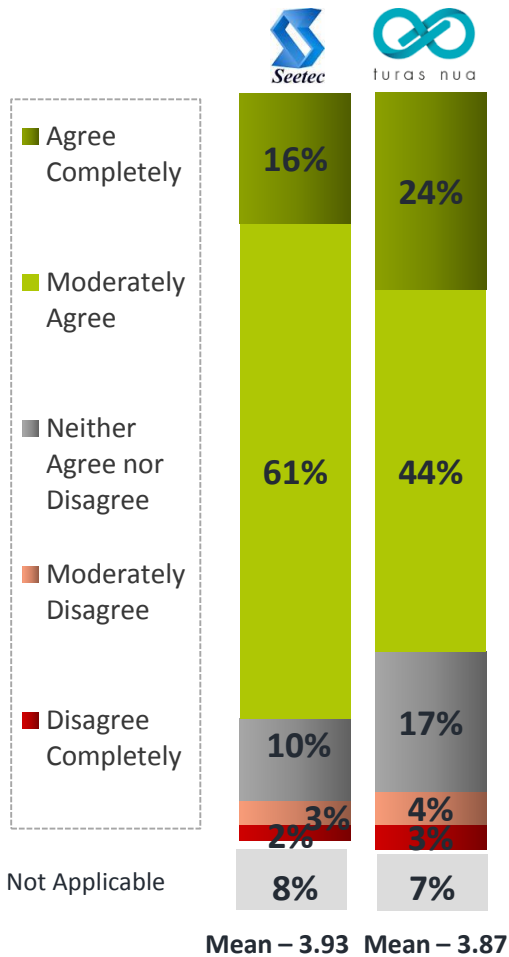
Level of agreement with – The training/courses were of good quality

Of those who attended training course the majority rated them quite well. One in seven and one in four respectively across providers claimed not to attend.



Level of agreement with – Helped me improve my prospects in getting a job

Most agree that JobPath providers have improved their prospects in getting a job



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	3.91	3.87
Female	3.96	3.90

Age

	Seetec	Turas Nua
Under 25*	3.76	3.87
25+	3.94	3.88

Nationality

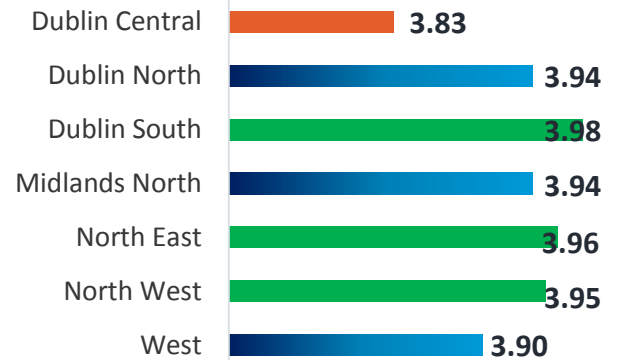
	Seetec	Turas Nua
Irish	3.92	3.85
Non-Irish	3.96	3.99

Duration

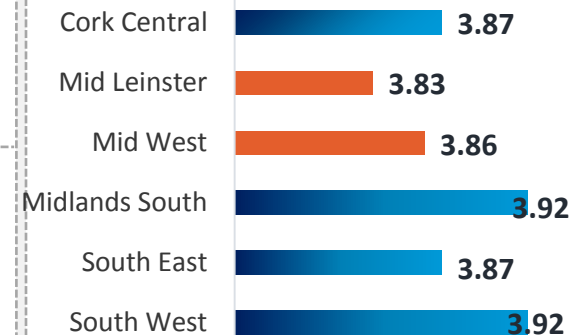
	Seetec	Turas Nua
1-2 years	4.00	3.87
2-3 years	3.95	3.88
3+ years	3.88	3.87

Caution : small base n= less than 50

Seetec Regions



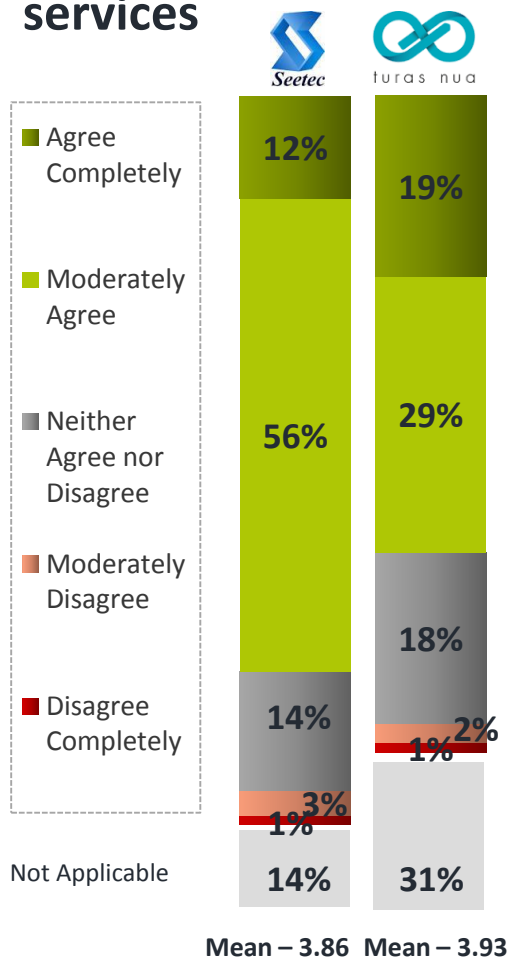
Turas Nua Regions



Lowest mean scores
Highest mean scores

Level of agreement with – Easy to access online services in Seetec/Turas Nua

Less than half Turas Nua clients (48%) agreed that it's easy to access online services



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	3.87	3.91
Female	3.86	4.02

Age

	Seetec	Turas Nua
Under 25*	3.86	3.84
25+	3.86	3.94

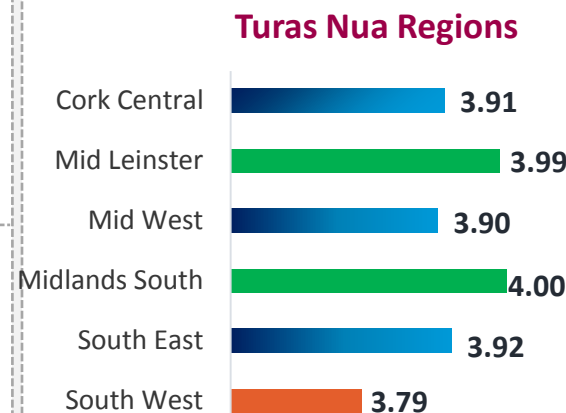
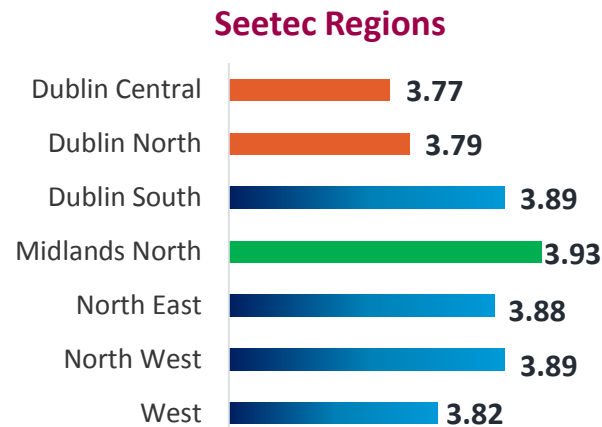
Nationality

	Seetec	Turas Nua
Irish	3.85	3.88
Non-Irish	3.89	4.18

Duration

	Seetec	Turas Nua
1-2 years	3.94	4.01
2-3 years	3.80	3.89
3+ years	3.85	3.90

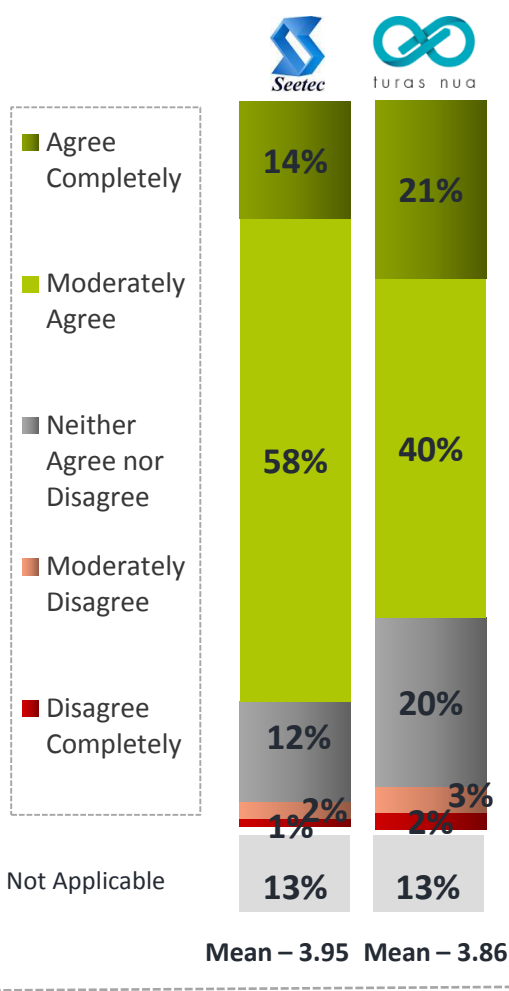
Caution : small base n= less than 50



Lowest mean scores
Highest mean scores

Level of agreement with – Personal advisor helped choose the right training

Most (72% Seetec and 61% Turas Nua clients) agree that personal advisor helped them choose the right training



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	3.93	3.85
Female	3.97	3.90

Age

	Seetec	Turas Nua
Under 25*	3.88	3.94
25+	3.95	3.86

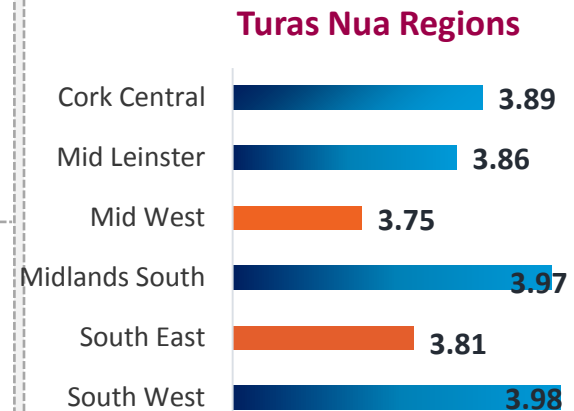
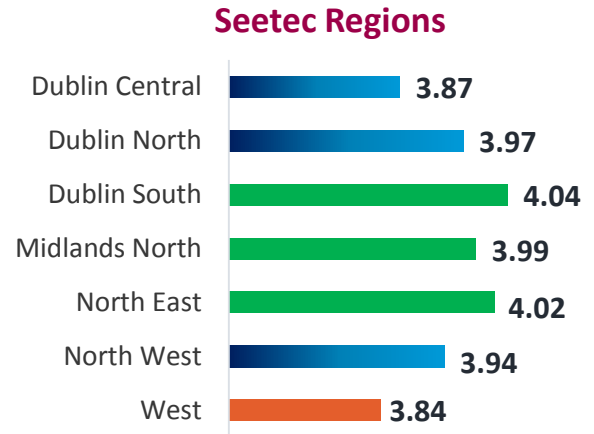
Nationality

	Seetec	Turas Nua
Irish	3.95	3.83
Non-Irish	3.94	4.01

Duration

	Seetec	Turas Nua
1-2 years	4.01	3.80
2-3 years	3.92	3.83
3+ years	3.92	3.89

Caution : small base n= less than 50

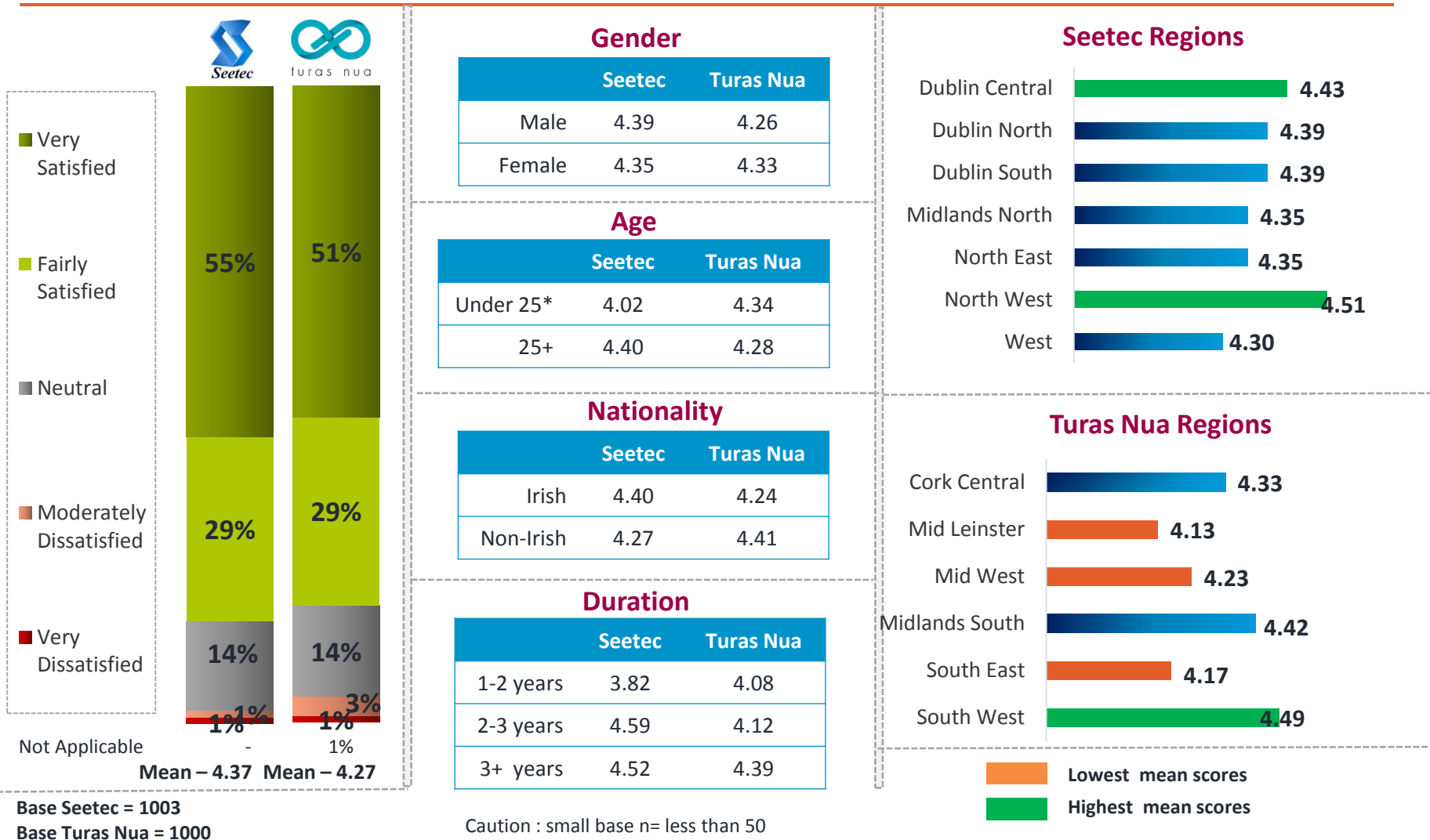


Lowest mean scores
Highest mean scores

Processes

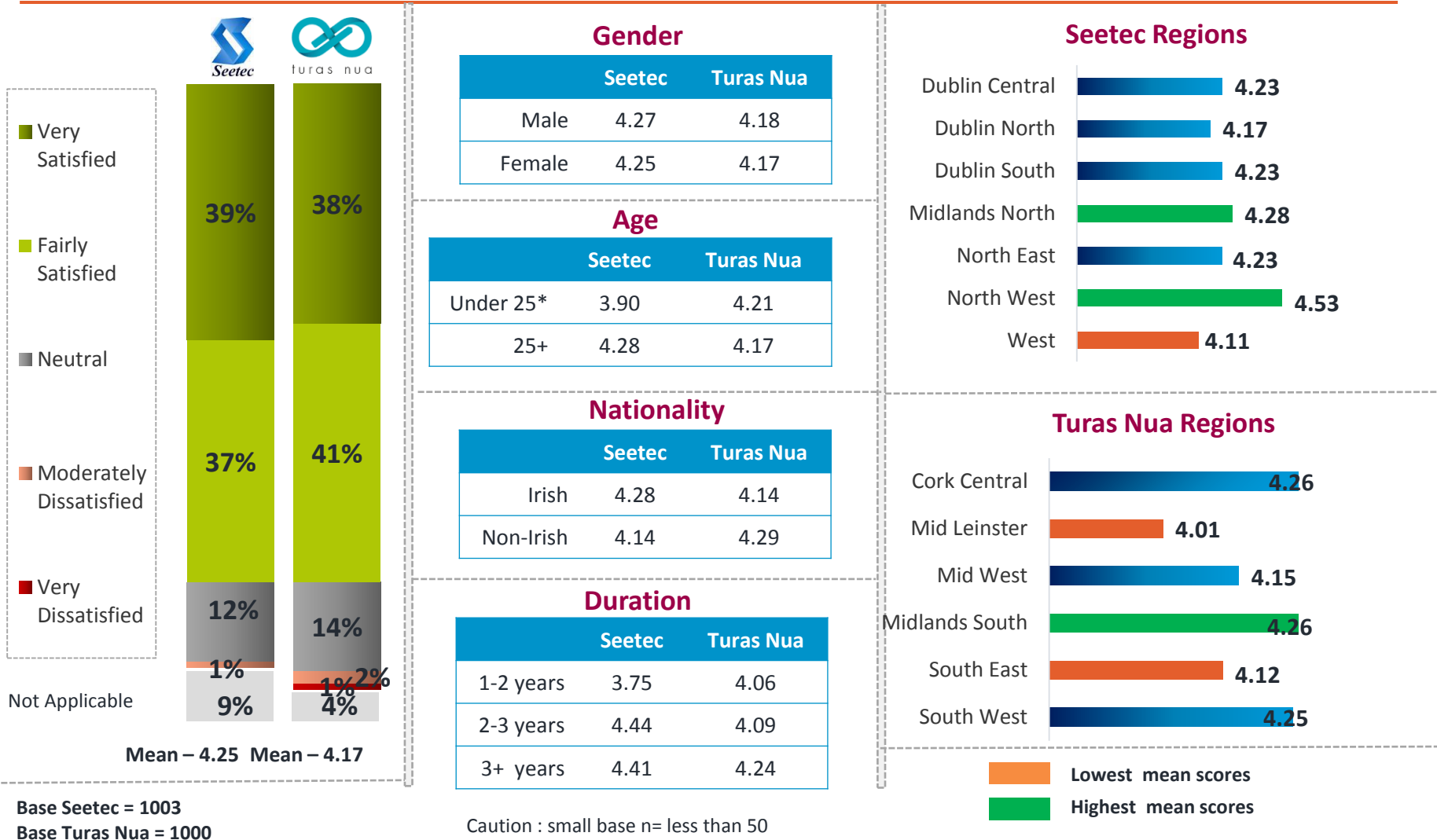
Level of satisfaction with – The one-to-one meetings with personal advisor

Eight in ten were satisfied with the one-to-one meeting with personal advisor



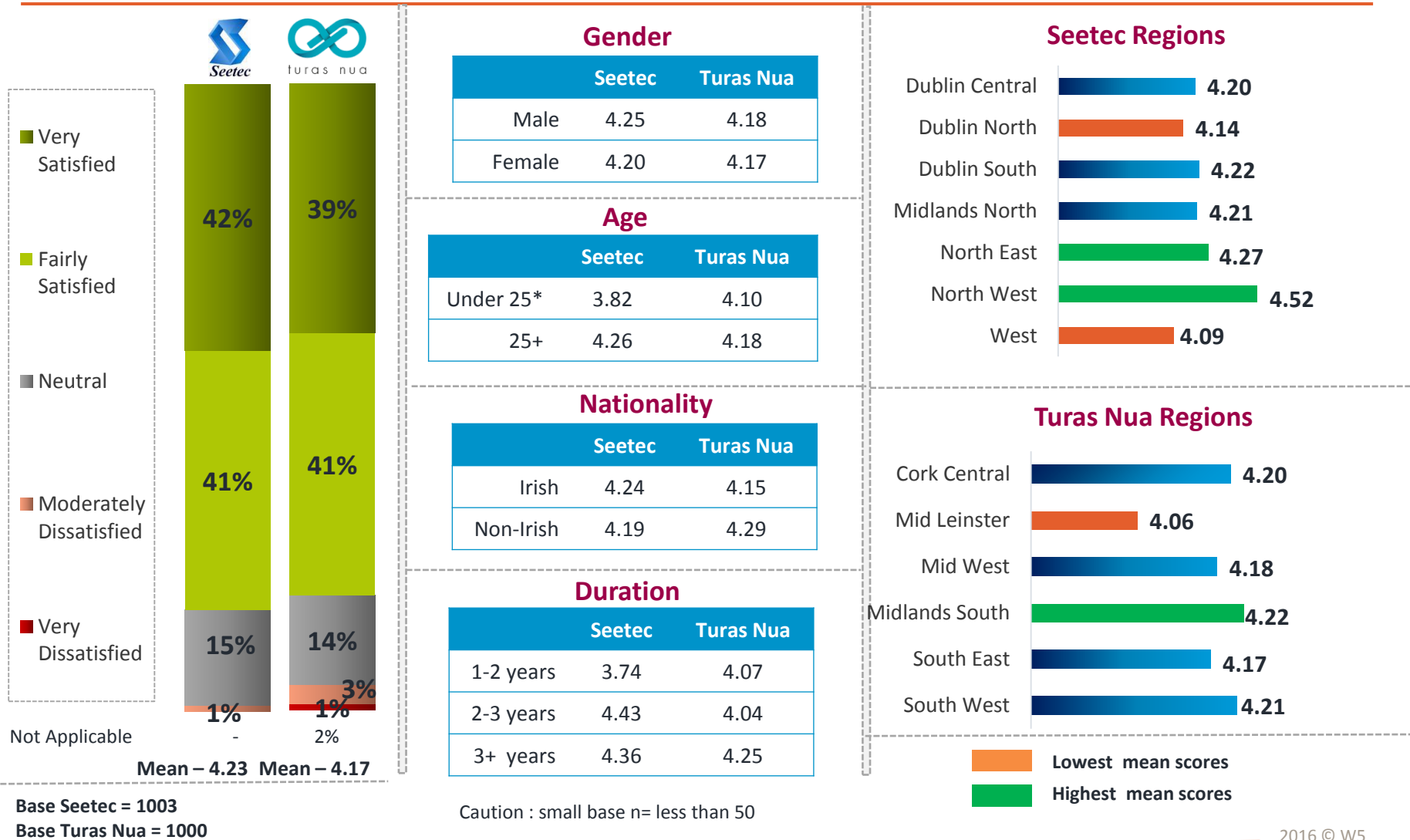
Level of satisfaction with – The drop in service

Almost eight in ten across providers were satisfied with the drop in service



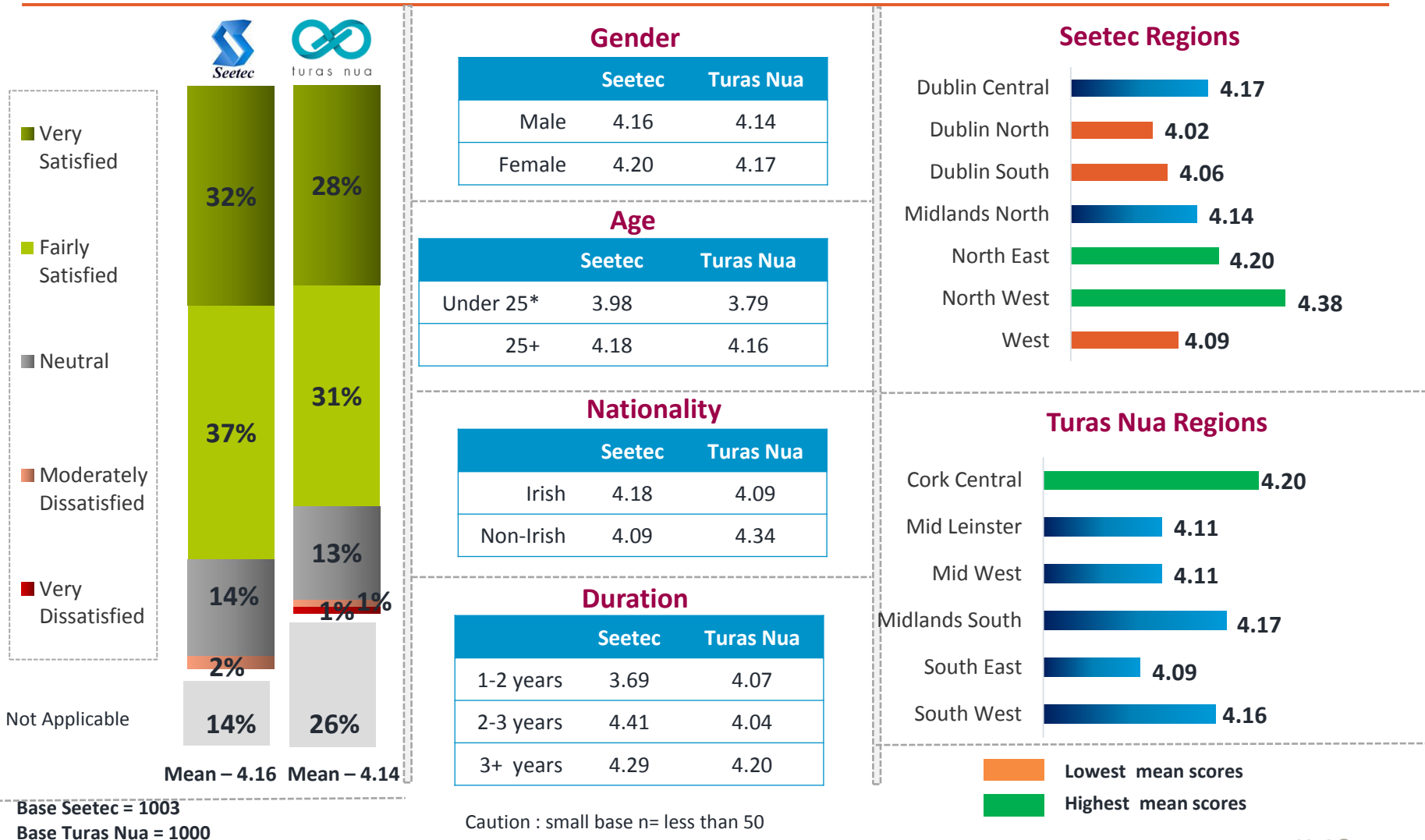
Level of satisfaction with – The job search facilities (online, local ads, support from personal advisor)

Most clients were satisfied with the job search facilities



Level of satisfaction with – The online services provided by Seetec/Turas Nua

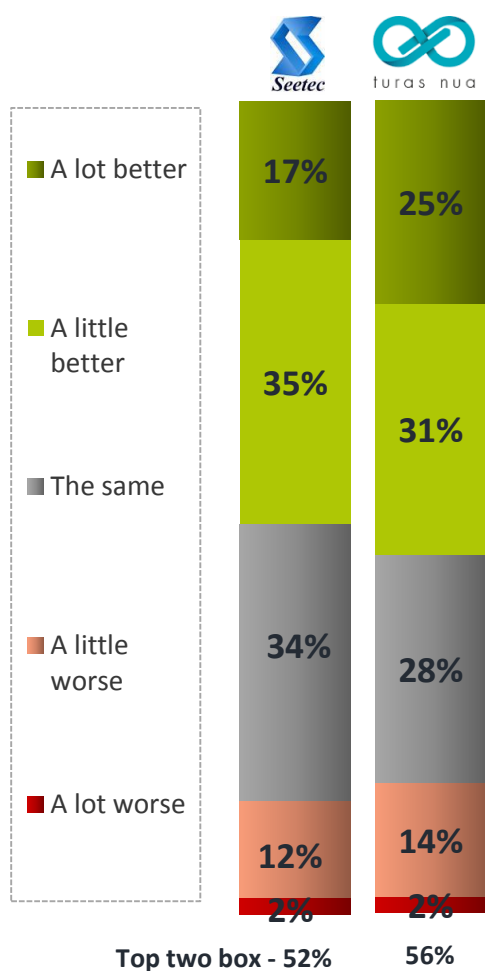
Seetec clients were more satisfied with the online services (69% vs 59%)



Comparison to Intreo

Seetec/Turas Nua employment services compared to those provided directly by Intreo centre/Branch office– top two box

Slightly more than half claim that Seetec/Turas Nua employment services are better as compared to those provided directly by Intreo centre/Branch office



Base Seetec = 1003
Base Turas Nua = 1000

Gender

	Seetec	Turas Nua
Male	53%	58%
Female	50%	53%

Age

	Seetec	Turas Nua
Under 25*	47%	54%
25+	52%	56%

Nationality

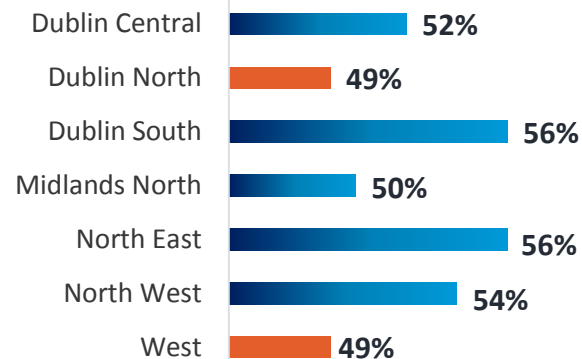
	Seetec	Turas Nua
Irish	51%	56%
Non-Irish	59%	55%

Duration

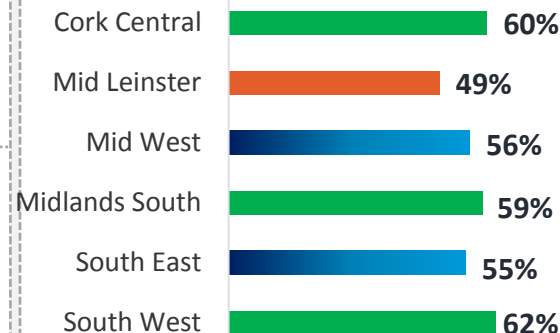
	Seetec	Turas Nua
1-2 years	40%	56%
2-3 years	64%	52%
3+ years	53%	58%

Caution : small base n= less than 50

Seetec Regions



Turas Nua Regions

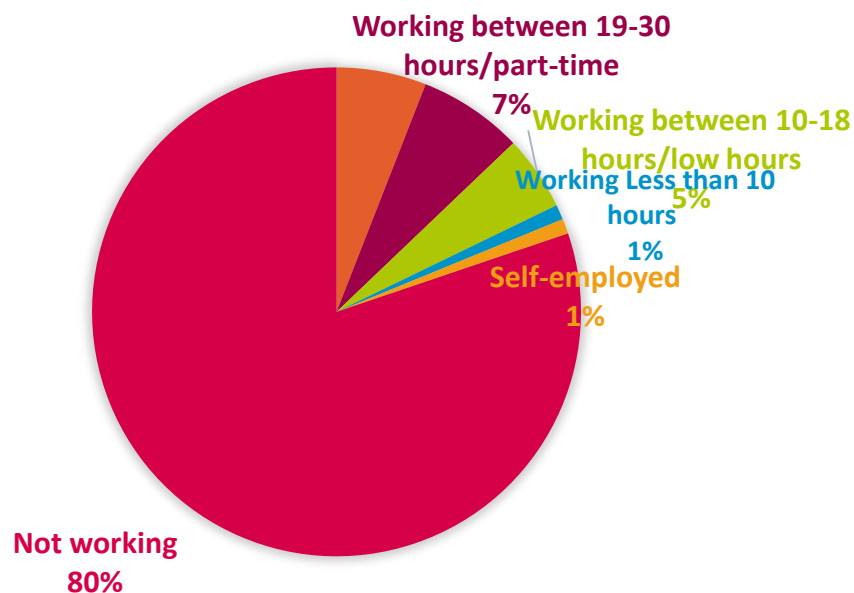


Lowest mean scores (orange)
Highest mean scores (green)

Performance re: continuing contact

Employment status

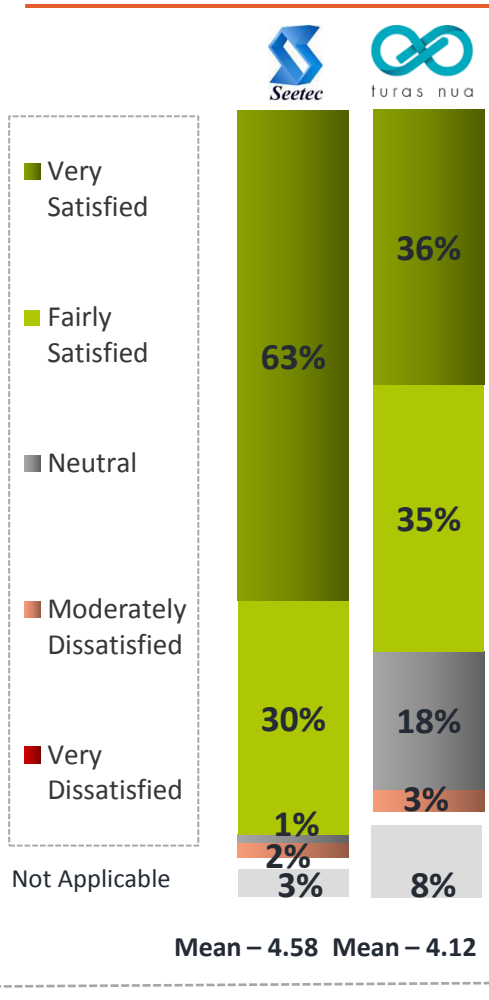
The majority of JobPath clients are not working



	Seetec	Turas Nua
Working more than 30 hours/full-time	8%	5%
Working between 19-30 hours/part-time	8%	6%
Working between 10-18 hours/low hours	5%	5%
Working Less than 10 hours	1%	1%
Self-employed	1%	1%
Not working	79%	83%

Level of satisfaction with – Continuing contact with personal advisor

Majority clients were satisfied with the continuing contact with their personal advisor (Base: all those in work)



Base size to small to show breakout by classification variables

Base Seetec = 206
Base Turas Nua = 173



JobPath satisfaction Study

9th December, 2016