

Department for Work and Pensions

Research Report No 412

Supplementary appendices: Implementation and first- year impacts of the UK Employment Retention and Advancement (ERA) demonstration

**Richard Dorsett, Verity Campbell-Barr, Gayle Hamilton, Lesley Hoggart,
Alan Marsh, Cynthia Miller, Joan Phillips, Kathryn Ray, James A. Riccio,
Sarah Rich, and Sandra Vegeris**

A report of research carried out on behalf of the Department for Work and Pensions by a research consortium consisting of three British organisations (the Policy Studies Institute, the Office for National Statistics and the Institute for Fiscal Studies) and MDRC, a US-based non-profit social policy research firm, which is leading the consortium.

Corporate Document Services

© Crown Copyright 2007. Published for the Department for Work and Pensions under licence from the Controller of Her Majesty's Stationery Office by Corporate Document Services, Leeds.

Application for reproduction should be made in writing to The Copyright Unit, Her Majesty's Stationery Office, St Clements House, 2-16 Colegate, Norwich NR3 1BQ.

First Published 2007.

ISBN 978 1 84712 152 3

Views expressed in this report are not necessarily those of the Department for Work and Pensions or any other Government Department.

Printed by Corporate Document Services.

Contents

Supplemental Appendix AA	Staff survey report	1
Supplemental Appendix BB	New Deal for Lone Parents economic impacts by district	27
Supplemental Appendix CC	New Deal 25 Plus economic impacts by district	43
Supplemental Appendix DD	New Deal for Lone Parents employment and benefit receipt figures, by target group and district	59
Supplemental Appendix EE	New Deal 25 Plus employment and benefit receipt figures, by target group and district.....	95
Supplemental Appendix FF	Working Tax Credit – East Midlands benefit receipt figures	131
Supplemental Appendix GG	Standard errors of the effects of ERA, by target group.....	137
Supplemental Appendix HH	Frequency and type of contact with Jobcentre Plus staff, by target group	147

List of tables

Table AA.1	Overall job satisfaction in 2004 and 2006	4
Table AA.2	Elements of job satisfaction	5
Table AA.3	Aspects of maintaining customer contact.....	7
Table AA.4	Engaging customers	9
Table AA.5	The pressure of work	10
Table AA.6	Priority given to retention and advancement	11
Table AA.7	The problem of caseloads and entry targets	13

Table BB.1	Effects of ERA on employment and earnings New Deal for Lone Parents customers – East Midlands	28
Table BB.2	Effects of ERA on benefit receipt New Deal for Lone Parents customers – East Midlands.....	29
Table BB.3	Effects of ERA on employment and earnings New Deal for Lone Parents Customers – London	30
Table BB.4	Effects of ERA on benefit receipt New Deal for Lone Parents customers – London	31
Table BB.5	Effects of ERA on employment and earnings New Deal for Lone Parents customers – North East England	32
Table BB.6	Effects of ERA on benefit receipt New Deal for Lone Parents customers – North East England	33
Table BB.7	Effects of ERA on employment and earnings New Deal for Lone Parents customers – North West England	34
Table BB.8	Effects of ERA on benefit receipt New Deal for Lone Parents customers – North West England	35
Table BB.9	Effects of ERA on employment and earnings New Deal for Lone Parents customers – Scotland	36
Table BB.10	Effects of ERA on benefit receipt New Deal for Lone Parents customers – Scotland.....	37
Table BB.11	Effects of ERA on employment and earnings New Deal for Lone Parents customers – Wales	38
Table BB.12	Effects of ERA on benefit receipt New Deal for Lone Parents customers – Wales.....	39
Table CC.1	Effects of ERA on employment and earnings New Deal 25 Plus customers – East Midlands.....	44
Table CC.2	Effects of ERA on benefit receipt New Deal 25 Plus customers – East Midlands	45
Table CC.3	Effects of ERA on employment and earnings New Deal 25 Plus customers – London	46
Table CC.4	Effects of ERA on benefit receipt New Deal 25 Plus customers – London	47
Table CC.5	Effects of ERA on employment and earnings New Deal 25 Plus customers – North East England	48
Table CC.6	Effects of ERA on benefit receipt New Deal 25 Plus customers – North East England.....	49
Table CC.7	Effects of ERA on employment and earnings New Deal 25 Plus customers – North West England	50
Table CC.8	Effects of ERA on benefit receipt New Deal 25 Plus customers – North West England	51
Table CC.9	Effects of ERA on employment and earnings New Deal 25 Plus customers – Scotland.....	52
Table CC.10	Effects of ERA on benefit receipt New Deal 25 Plus customers – Scotland	53

Table CC.11	Effects of ERA on employment and earnings New Deal 25 Plus customers – Wales	54
Table CC.12	Effects of ERA on benefit receipt New Deal 25 Plus customers – Wales	55
Table GG.1	Effects of ERA on employment and earnings (standard errors included) New Deal for Lone Parents customers	138
Table GG.2	Effects of ERA on benefit receipt (standard errors included) New Deal for Lone Parents customers	139
Table GG.3	Effects of ERA on employment and earnings (standard errors included) New Deal 25 Plus customers	140
Table GG.4	Effects of ERA on benefit receipt (standard errors included) New Deal 25 Plus customers	141
Table GG.5	Effects of ERA on employment and earnings (standard errors included) Working Tax Credit customers – East Midlands	142
Table GG.6	Effects of ERA on benefit receipt (standard errors included) Working Tax Credit customers – East Midlands	143
Table GG.7	Effects of ERA on employment and earnings (standard errors included) Working Tax Credit customers	144
Table GG.8	Effects of ERA on benefit receipt (standard errors included) Working Tax Credit customers	145
Table HH.1	Contact with Jobcentre Plus staff, New Deal for Lone Parents customers.....	148
Table HH.2	Contact with Jobcentre Plus staff, New Deal 25 Plus customers.....	150
Table HH.3	Contact with Jobcentre Plus staff, Working Tax Credit customers – East Midlands only	152

List of figures

Figure BB.1	Employment rates for the New Deal for Lone Parents customers control group, East Midlands	40
Figure BB.2	Employment rates for the New Deal for Lone Parents customers control group, London	40
Figure BB.3	Employment rates for the New Deal for Lone Parents customers control group, North East England	41
Figure BB.4	Employment rates for the New Deal for Lone Parents customers control group, North West England	41
Figure BB.5	Employment rates for the New Deal for Lone Parents customers control group, Scotland	42
Figure BB.6	Employment rates for the New Deal for Lone Parents customers control group, Wales	42
Figure CC.1	Employment rates for the New Deal 25 Plus customers control group, East Midlands	56
Figure CC.2	Employment rates for the New Deal 25 Plus customers control group, London	56

Figure CC.3	Employment rates for the New Deal 25 Plus customers control group, North East England	57
Figure CC.4	Employment rates for the New Deal 25 Plus customers control group, North West England	57
Figure CC.5	Employment rates for the New Deal 25 Plus customers control group, Scotland	58
Figure CC.6	Employment rates for the New Deal 25 Plus customers control group, Wales	58
Figure DD.1	Employment and benefit receipt for New Deal for Lone Parents customers, all districts combined	60
Figure DD.2	Employment and benefit receipt for New Deal for Lone Parents customers, East Midlands	65
Figure DD.3	Employment and benefit receipt for New Deal for Lone Parents customers, London	70
Figure DD.4	Employment and benefit receipt for New Deal for Lone Parents customers, North East England	75
Figure DD.5	Employment and benefit receipt for New Deal for Lone Parents customer, North West England	80
Figure DD.6	Employment and benefit receipt for New Deal for Lone Parents customers, Scotland	85
Figure DD.7	Employment and benefit receipt for New Deal for Lone Parents customers, Wales	90
Figure EE.1	Employment and benefit receipt for New Deal 25 Plus customers, all participants	96
Figure EE.2	Employment and benefit receipt for New Deal 25 Plus customers, East Midlands	101
Figure EE.3	Employment and benefit receipt for New Deal 25 Plus customers, London	106
Figure EE.4	Employment and benefit receipt for New Deal 25 Plus customers, North East England	111
Figure EE.5	Employment and benefit receipt for New Deal 25 Plus customers, North West England	116
Figure EE.6	Employment and benefit receipt for New Deal 25 Plus customers, Scotland	121
Figure EE.7	Employment and benefit receipt for New Deal 25 Plus customers, Wales	126
Figure FF.1	Benefit receipt for Working Tax Credit customers, East Midlands	132

Supplemental Appendix AA

Staff survey report

Alan Marsh, Policy Studies Institute

The evaluation of ERA includes a programme of data-gathering from staff. These data include the systematic recording of staff time for the cost study and both quantitative and qualitative surveys of staff for the process study. This paper presents findings from two quantitative self-completion surveys of Advancement Support Advisers (ASAs) serving the ERA programme group and the corresponding Personal Advisers (PAs) serving the control group.

We had a number of reasons to investigate the attitudes of the advisers:

- To establish a 'baseline measure' of the attitudes that ASAs brought to their new job.
- To know more about ASAs' and PAs' experiences in their work and their training.
- To compare the attitudes of ASAs and PAs. If the attitudes of ASAs towards their work and clients differed markedly from those of the PAs from whose ranks they were appointed, this might influence the outcome. It would not mean that measures of ERA's impacts were somehow false because of such differences. But it might imply that a successful rollout of ERA, for example, would depend in part on changes in attitude among all the staff in the direction of those held by the ASAs in this pilot.
- To make comparisons between different areas and to determine whether staff in any of the six areas share a local culture that is distinct from other areas in ways that may affect ERA outcomes.
- To obtain the ASAs' own accounts of how they delivered the ERA programme.
- To look generally for connections between ASAs' characteristics and their office practices and their clients' outcomes. The ability to link ASAs' views to their own clients' progress in work, for example, is an exceptionally rare opportunity in research of this kind.

- To carry out a multilevel analysis to determine office-level program impacts on client outcomes, including management practices and local conditions.¹ This aim goes beyond the comparison of experimental and control outcomes and is concerned with the relationship between the strength of the outcome and local office characteristics. It will tell us why ERA may or may not have had an effect and what 'best practice' may be handed on to subsequent stages or a national rollout.

The earlier findings

In the first survey², 74 ASAs and 165 Personal Advisers (PAs)³ filled in a questionnaire that recorded their personal and employment details and measured their attitudes towards their work and their customers. The PAs included many who would be providing pre-employment services to the ERA control group. That questionnaire was completed when ERA had been running for three months.

Levels of job satisfaction were very similar among ASAs and PAs and in each case well above the levels measured by the Department for Work and Pensions (DWP) and Jobcentre Plus staff generally. In content, job satisfaction was seen in clear positive and negative aspects:

- On the 'positive' side, those who felt encouraged to take a more 'in depth' view of their clients, those who were quick to acknowledge the barriers to work faced by lone parents, and those who reported that in the past they were anyway inclined to assist clients after they began in work were significantly more likely to record high job satisfaction scores, too.
- On the 'negative' side, job satisfaction scores were significantly lower among staff who reported that they were consistently under too much pressure, those who were sceptical of their clients' ability to keep paid work at all and progress in work, and those who were anyway doubtful that lone parents should be encouraged to work full time.

In the key measures of job satisfaction, ASAs appeared a little more satisfied in their new jobs than PAs did, especially in the more subjective questions concerned with their actual feelings of satisfaction, such as whether or not they felt happy and confident in their post and in the goals they were set and whether they felt well prepared for their work and were making positive contributions.

¹ See for comparison Bloom, H.S., Hill, C.J., and Riccio, J.A. (2001) *Modeling the performance of welfare-to-work programs: the effects of program management and services, economic environment, and client characteristics*, New York: MDRC

² Hall, N., Hoggart, L., Marsh, A., Phillips, J., Ray, K., and Vegeris, S. (2005) *The Employment Retention and Advancement scheme – the early months of implementation: summary and conclusions*, Department for Work and Pensions, Research Report No. 265, Leeds: Corporate Document Services

³ This was a response rate of about 70 per cent in each case.

More PAs compared with ASAs doubted their clients' ability to keep paid work and get on in a job. More sympathetically, perhaps, PAs were also more likely to doubt whether lone parents really ought to be encouraged to work full time, whereas, more in line with ERA's goals, ASAs were more convinced that they should.

The largest difference, 11 percentage points, lay in the extent to which ASAs and PAs felt under pressure. PAs were significantly more likely to say they felt constrained in their work.

Advisers generally thought well of their ability to do their jobs but a minority were unhappy about the support they got from their organisation. Smaller minorities were doubtful whether customers, especially New Deal D25 Plus (ND25+) customers, could be expected to achieve ERA goals of retention and advancement, though, overall, such pessimism was less common among ASAs compared with PAs. However, the better they knew their customers (by specialising in advising either ND25+ participants or lone parents) the more doubtful they were about their customers' post-employment prospects.

It was common for advisers to admit to feeling under uncomfortable pressure in their work, but the ASAs were significantly *less* likely to say this, compared with PAs. There were no systematic differences in levels of job satisfaction or other attitudes between advisers working in the six ERA districts. Nor was there any distinct culture of attitude towards customers in general that marked out any district from others.

The second survey

It was decided to confine the second survey to the ASAs alone and to move the focus of the questionnaire to office practices around post-employment issues. This relinquished an original intention to create a longitudinal dataset by repeating questions with the same ASAs over time. However, this intention was anyway lost to staff turnover; only 38 of the original ASAs returned questionnaires for this new survey. They were joined by 51 new respondents, 90 in all, out of what appeared to be a valid population of 111 ASAs in post in November 2005, which is a response rate of 81 per cent. However, those not responding were mainly ASAs who were engaged solely on pre-employment teams, which in practice differ little from PAs dealing with New Deal customers. Just about all the ASAs who were engaged on post-employment teams responded.

For easy reference, the questionnaire, which includes the percentage distributions of the ASAs' replies, is provided as the last section of this appendix.

Profile

The ASAs in 2006 were very similar to those responding to the 2004 survey. They were predominantly women (71 per cent), white British (88 per cent), middling educated (though one in seven had degrees), and averaged five or six years as

advisers of one kind or another. Half still divided their time between working as ASAs and as PAs. Just one in ten advised only ND25+ customers; a third advised only lone parents; and the rest saw a mixture of customers. A third also divided their time among more than one office. Most worked full-time hours while one in seven worked fewer than 30 hours a week.

Job satisfaction

Levels of overall job satisfaction among ASAs remained constant and fairly positive (Table AA.1). The ASAs surveyed in 2006 compared equally with the ASAs and PAs surveyed in 2004. These in turn compared better with the lower ratings recorded by the 2003 to 2005 surveys of all Jobcentre Plus and DWP staff. Just 6 per cent of the 2004 and 2006 ASAs recorded outright dissatisfaction with their jobs, compared with 28 per cent of DWP and Jobcentre Plus staff in 2003, rising to 39 per cent in 2005.

Table AA.1 Overall job satisfaction* in 2004 and 2006

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
ASAs in 2006 PSI survey	28	47	19	5	1
ASAs in 2004 PSI survey	28	51	15	3	3
PAs in 2004 PSI survey	21	55	15	7	2
All staff in 2003 DWP survey+	7	43	22	20	8
All staff in 2004 DWP survey+	6	34	21	24	15
All staff in 2005 DWP survey+	6	34	22	24	15

*Taking everything into account, how satisfied or dissatisfied do you feel about the work you do in this post?

+Considering everything about your present job, how satisfied are you with it? (N=c75,000).

As in 2004, however, a certain amount of dissent appears in the details probed in Section 2 of the questionnaire (Table AA.2). While large majorities felt their job made good use of their abilities and that their work was valued, three out of ten disagreed that their managers respected their efforts or that their managers gave them enough support. A total of 18 per cent felt their line manager was not interested in what they did and 30 per cent doubted they gave enough support for ASAs '*...to do a good job for ERA*'. These ratings are very similar to those given by ASAs in the first survey.

A number of ASAs who were critical of management support were keen to add in their open-ended comments written at the end of the questionnaire that they had aimed their low ratings solely at senior management, who, in one case '*...saw only numbers, not people*' while another said, '*There is very little support from senior managers for this programme. They only seem interested in the extra staffing resource that is provided for the scheme*' and '*Immediate line manager – excellent. More senior managers SEO and above show no interest.*' Some, though, did target

their comments nearer home: 'My line manager has not (taken) much interest in the project & priorities for her are job entries and not advancement' and 'My line manager has too many other responsibilities to make ERA the priority it needs to be for it to make a difference.'

Table AA.2 Elements of job satisfaction

	<i>Row percentages (2004 survey in brackets)</i>				
	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
My job makes good use of my abilities	25 (15)	53 (64)	12 (12)	8 (8)	2 (1)
I feel valued by my line manager	22 (14)	44 (46)	21 (27)	12 (8)	2 (5)
Managers respect the efforts we make for our ERA customers	13	36	23	25	4
I am encouraged to explore ERA customers' personal or family problems in depth.	5	35	35	22	3
The managers in this office give us the support we need to do a good job on ERA	7	34	30	19	9
My line manager does not seem to be interested in what I do	0 (4)	18 (5)	10 (23)	46 (49)	25 (19)

It is possible to combine these overall and specific job satisfaction scores into a single ten-item scale (Cronbach's Alpha = 0.83)⁴. It is a particularly good scale because it adds to the overall measure a wide range of different aspects of why people tend to be satisfied or dissatisfied with their work, including the appropriate use of their abilities and the support they receive from managers.

Use of this scale score showed that, unlike in 2004, men were not more dissatisfied in their work than were women ASAs. Those who dealt with a mixture of ND25+ and lone parent clients were, however, significantly more satisfied with their work and with the support they got in their offices than those working solely with either type of customer. This was also true of those who worked solely as ASAs compared with

⁴ Comparing respondents' answers to each question with each other question relating to job satisfaction, the tendency to score above or below the mean on one question is associated with the tendency to score above or below the mean on other question. This tendency is expressed as a correlation coefficient ranging from -1 to +1. When the coding of the negatively worded items is reversed to correspond with responses to the positively worded questions, all these correlation coefficients are positive and significant, averaging 0.33, which for eight items yields an alpha coefficient of 0.83, which indicates a reliable scale.

those dividing their time for the benefit of non-ERA customers. It is possible that they were more likely to be working in post-employment teams. There was no sign, on the other hand, that satisfaction grew or diminished with the ASAs' length of service.

There were statistically significant variations in job satisfaction among ERA districts. ASAs in North West England and North East England were less satisfied with their work compared with the higher scores returned by ASAs in the East Midlands and London. Scotland's and Wales' scores fell between these.

The remaining questions covered a great many topics. As is typical in questionnaires that examine workers' views of their jobs, most responses are coloured by the overall sense of satisfaction and dissatisfaction measured by the scale just discussed. Despite this tendency, factor analysis can tease out additional dimensions in the data that provide a structure to the ASAs' attitudes that will guide this analysis. These are:

- 1 Contacting customers – priorities and practice in maintaining high rates of contact and high-quality contact with customers, and customers out of hours and offsite.
- 2 Pressure – feelings that work is too rushed and pressured to be done well.
- 3 Engagement – emphasis on drawing ERA customers into discussions about training, about their future, while using 'field of fascination' methods.
- 4 Priorities – the priority assigned by both the office and the ASAs themselves to retention and advancement.
- 5 Obstacles – the extent to which high caseloads and job entry targets obstruct retention and advancement work.

Each of these six dimensions is more cognitive than affective, describing elements of what ASAs do rather than what they feel about what they do, beyond a general sense of satisfaction.

Contacting customers

ASAs were quick to agree that keeping in touch with their ERA customers was a high priority and said that their supervisors would be concerned if they didn't manage to do so, though only half said they had formal benchmarks about how often they made such contact. Most said they made their first contact with customers within a couple of weeks of their entering work, though a quarter said they would give up on working customers who shied away from regular contact after this. Activities that took ASAs beyond their immediate brief, such as advising on non-work areas of customers' lives or contacting them outside hours or offsite, were regarded in a more qualified way, but the great majority said they did these things at least some of the time, though rarely 'a lot'.

These different reports of contacts with customers scale in the same way that the job satisfaction questions scale (Alpha= 0.79). They differ significantly by district in much the same way, too, this time with Scotland and North West England recording the lower scores, and London and the East Midlands again the higher. There is a slighter, though still significant tendency, for these rates of contact activity to fall among older ASAs. Those serving ND25+ and lone parent customers maintain approximately the same levels of contact.

Table AA.3 Aspects of maintaining customer contact

	<i>Row percentages</i>				
	Always or almost always	Most of the time	Some of the time	Hardly ever	Never
How many of your working ERA customers have you helped deal with problems like budgeting, child care, transportation, or time management problems, while they were in work?	7	18	54	14	7
I work outside my normal hours to see working ERA customers whose work schedules make it difficult for them to come to the Jobcentre Plus office during regular hours.	6	9	36	20	29
I meet working ERA customers outside of the Jobcentre Plus office.	8	14	44	8	26
	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
Keeping in touch with working ERA customers is a high priority for ASAs in my office.	30	45	12	8	4
If I don't try to re-engage the working ERA customers I have lost contact with, my supervisor won't really mind.	5	14	19	52	11

After an ERA customer gets a new job, I usually contact him/her within the first...

	<i>Column percentages</i>
three days	34
one week	44
two weeks	8
one month	9
a few months	5

My office has benchmarks or targets for how soon or how often ASAs should contact ERA customers after they get a job.

Yes	49
No	51

During a six-month period, how often do you meet or speak on the telephone with your working ERA customers?

Once	12
Twice	14
Three or more times	74

If you have working ERA customers who appear not to be interested in maintaining contact with you, would you be more likely to...

...leave them alone	23
...continue to try new ways of engaging them?	77

Engagement

It is interesting that the factor analysis found as separate dimensions both the rate of contact activity, above, and the extent of **engagement** with customers. By engagement we mean going beyond routine contact with customers to apply the motivational techniques that ASAs were trained to use to interest ERA participants in retention and advancement opportunities. These activities include explaining retention and training bonuses and advancement issues at every opportunity, chasing up those that do not at first respond, and taking these conversations into more long-term considerations of their customers' life goals.

In asking ASAs about these activities, however, we were asking essentially whether or not they were doing their jobs properly, so it is not very surprising that they were keen to tell us they were. They disagreed only about the extent to which they said they did these things (Table AA.4). It is still possible to construct a scale of engagement (Alpha = 0.87) by adding these items together, though one that discriminates between ASAs who say they do a lot of it and those who say they do even more. Again, the same differences are associated with district, with North West England and Scotland engaging less (though still quite a lot, of course) and London and Wales the most. There is also a significant tendency for younger ASAs to engage more, but those serving ND25+ customers are as active in this way as are those serving lone parents.

The pressure of work

Another cluster of attitudes, identified separately from overall satisfaction, pointed to a minority of ASAs who simply felt too rushed to do their jobs properly. Quite small minorities agreed outright that they had too great a workload to do their jobs well, to the extent that their customers lacked Action Plans and they were actually discouraged from *'....exploring their customers' work goals in depth.'* But more (27 per cent) felt they spent *'...too much time on other work to be really effective as an ASA'* and more still (35 per cent) said they found it hard to go the extra distance with their customers and really engage their interest in ERA. Others, though, felt underemployed. As one ASA wrote at the end of the questionnaire: *'I feel that my skills as an adviser are being under-utilised. My caseload is not large enough.'*

These figures compare quite favourably with the annual DWP staff survey, which reports that about a third of staff feel they 'often' or 'always' have *'....unrealistic time pressures at work'*.

Table AA.4 Engaging customers

	<i>Row percentages</i>				
	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
I usually try to explain the training bonus to my ERA customers, even if they are not interested in training.	45	54	0	0	1
I usually contact my ERA customers who seem eligible for the retention bonus or the training bonus but are not collecting it.	46	50	2	1	1
I usually discuss employment retention and advancement issues and ideas with ERA customers, even when they are not working.	42	50	6	1	1
I usually discuss employment retention and advancement issues and ideas with working ERA customers when they pick up their retention bonuses.	37	52	7	2	2
If an ERA customer gets a job and does not respond to my initial efforts to contact him/her, I will usually keep trying new ways to get him/her to respond.	28	64	3	3	1

Continued

Table AA.4 Continued

	<i>Row percentages</i>				
	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
With how many of your ERA customers have you ever talked about their 'dream job' or 'field of fascination' — that is, a field of work they're really interested in?	43	30	9	11	7
With how many of your ERA customers have you ever talked about their life goals (e.g. moving into his/her own apartment, buying a house, buying the children school clothes)?	37	27	17	14	6
	Always or almost always	Most of the time	Some of the time	Hardly ever	Never
How often do you include in your case notes specific plans for the next steps that a customer will take?	26	41	30	2	1

Table AA.5 The pressure of work

	<i>Row percentages (2004 survey in brackets)</i>				
	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
I am encouraged to explore ERA customers' work goals in depth.	25	49	11	11	3
I spend too much time on other work to be really effective as an ASA.	9	18	16	30	27
I have too much workload pressure to do my job well.	2 (0)	12 (12)	43 (35)	36 (45)	7 (8)
I find it hard to engage my working ERA customers' interest in ERA.	7	28	22	35	8
	All or almost all	More than half	About half	Fewer than half	Hardly any or none
About how many of your ERA customers have an Advancement Action Plan?	72	15	5	7	1

Working priorities

One area of the questionnaire (Section 4) divided the respondents more widely, and this concerned their working priorities. They were asked to rate the level of priority given to the range of ERA retention and advancement goals *by their management*. They were then asked to repeat these four ratings according to the priority given to them, in their view, *by ASAs in their day-to-day work* (Table AA.6).

ASAs were quite evenly divided over these four issues, especially about the advancement issues. For example, four out of ten thought that management gave 'the highest' or 'a lot' of priority to 'Helping working ERA customers increase their job skills' while a third thought they gave 'very little' priority or 'none'. There was a tendency to say that the priority given by ASAs was a little higher than that given by management, but the division of opinion among ASAs remained the more striking.

Table AA.6 Priority given to retention and advancement

	<i>Row percentages</i>				
	The highest priority	A lot	Some	Very little	None
In your office what level of priority is given by management to these different aspects of ERA work by ASAs?					
Helping working ERA customers get promotions, pay rises, or better jobs.	10	24	21	25	20
Helping working ERA customers increase their job skills.	10	30	24	17	19
Helping working ERA customers engage in a training or education course without giving up their job.	12	32	23	15	19
Helping working ERA customers keep jobs.	23	27	17	15	18
And, in practice, what level of priority do you think these different aspects of ASAs' work with ERA customers have in their day-to-day work?					
Helping working ERA customers get promotions, pay rises, or better jobs.	10	33	36	15	6
Helping working ERA customers increase their job skills.	11	39	38	8	5
Helping working ERA customers engage in a training or education course without giving up their job.	14	42	33	7	5
Helping working ERA customers keep jobs.	30	28	34	4	5

In some questions, however, the balance of opinion took a negative shade. For example, 45 per cent of ASAs said that their management gave 'very little' priority to 'Helping working ERA customers get promotions, pay rises, or better jobs' or 'none'.

This is quite an unsettling finding even if only half that proportion (21 per cent) thought this judgement applied equally to themselves and their ASA colleagues in their day-to-day work. On the other hand, it may reflect no more than a broader judgement that their Jobcentre as a whole gave little priority to ERA goals. But a fifth of the ASAs saying that they themselves gave scant priority to advancement issues was not what was intended by their training.

The correlations between these four items were very high, averaging $r=0.90$ among the management-priority items, for example. There is a significant correlation between a scale combining these four management priority items and the scale of job satisfaction ($r= 0.42$), because the latter includes items that reflect on the amount of support ASAs feel they are getting from their managers. The feeling that senior management doesn't really have its heart in the goals that ERA is supposed to achieve unsettles ASA morale in a significant minority of cases.

Scotland and North West England were said to have lower levels of priorities assigned to retention and advancement work, and Wales and London higher levels.

Obstacles: Caseloads and targets

Respondents were asked to say to what extent '*high caseloads*' and '*job entry targets*' had made it difficult to:

Regularly contact your working ERA customers?

Help your working ERA customers stay employed?

Help your working ERA customers advance?

ASAs were divided over this judgement, too, with substantial minorities accepting and denying that these two obstacles lay in their path. High caseloads were thought to be a little more implicated than job entry targets were. But the majority of ASAs agreed that these obstacles were of at least '*some*' significance. As one ASA wrote, '*...our caseloads would be more manageable if they were half the size they are, or maybe I could have dedicated my time to 100% of my 100 ERA customers if I had not been pulled to do other non-ERA work.*'

Once more, these ratings were very closely associated with one another – if ASAs named any obstacle, they tended to name others. A scale of all six items, like their doubts about management's priorities, was strongly linked to job satisfaction: The fewer obstacles they saw, the more satisfied they were with their work ($r= 0.45$).

Table AA.7 The problem of caseloads and entry targets

	<i>Row percentages</i>				
	A great deal	A lot	Some	Very little	Not at all
How much have high caseloads made it difficult for you to do the following:					
Regularly contact your working ERA customers?	15	31	37	13	5
Help your working ERA customers stay employed?	8	17	35	29	11
Help your working ERA customers advance?	11	20	37	25	8
How much have job entry targets made it difficult for you to do the following activities:					
Regularly contact your working ERA customers?	8	21	25	13	33
Help your working ERA customers stay employed?	6	19	25	17	33
Help your working ERA customers advance?	10	17	29	12	33

Such obstacles, especially with respect to job entry targets, were said to be more of a problem in Scotland, North East England, and Wales, and less so in London.

Training

Respondents were asked: *'How would you rate the training you have received to help working ERA customers keep jobs and advance in work?'* Given the large and costly efforts made to train ASAs, the results, below, were not entirely reassuring:

	%
Excellent	11
Good	44
Fair	37
Poor	7

More than four in ten ASAs had apparent doubts about the quality of their training. For a selected group of advisers trained to do a specialist job like this one, these ratings ought rarely to depart from 'good', at the least. On the other hand, open-ended comments written at the end of the questionnaire indicated that such dissatisfaction with training referred less to its quality but more to the fact that it came too late. For example: *'The training delivered was excellent although I have not stated this in my form as it came too late. ASAs needed to be thinking about advancement and engaging employers from day one of employment.'*

These doubts about training were most commonly heard in London, North West England, and North East England, where about two-thirds of ASAs expressed such doubts, and least in Wales and Scotland, where about a fifth did so.

It was particularly interesting that these ratings were fairly closely related to ASAs' overall job satisfaction scales scores ($r=0.42$) but not significantly related to their judgements about priorities for ERA or the extent to which high caseloads and job entry targets were obstacles to their achievement of ERA's goals. Thus, taken together, these three variables, 'training', 'priorities' and 'obstacles', explained 48 per cent of the variance in ASAs' job satisfaction scores in a simple linear regression. This figure rises to 54 per cent if the pressure of work scale is added to the equation.

In fact, as was warned at the outset, there is a strong 'halo effect' uniting all these data. As you might expect, all the elements of job evaluation discussed above were influenced by an underlying view: Some ASAs were favourably disposed towards their jobs, others less so. By rotation, the factor analysis that guided the division of these judgements into the different scales used above described only the differences of emphasis left over once the influence of this underlying judgment was accounted for. In fact a single reliable scale ($\text{Alpha}=0.81$) can be constructed using each of the six scale scores as an item in a new scale. More than that, a very reliable scale can be found simply by adding together every one of the attitude questions asked. The 61 questions share among them not a single significant negative correlation (after recoding each item the favourable 'way up') and together yield an Alpha coefficient of 0.94.

Conclusions

It seems fair to conclude that:

- 1 Two years into the programme, ASAs are confident that they have been providing a good basic ERA service. They contact their customers as they should and make sure they know about the opportunities that ERA provides.
- 2 Significant minorities, typically between a fifth and a third of ASAs, feel, on the other hand, that:
 - a they are unable to stretch their work and outreach to customers in more enterprising ways,
 - b they do not have the wholehearted support of management to achieve the main ERA goals,
 - c high caseloads and job entry targets make it unnecessarily hard to achieve ERA goals, and
 - d their training has not equipped them well to do this new job.
- 3 These doubts contribute to low job satisfaction in some ASAs, especially among those who work solely with one customer group or another and those who divide their time with other adviser duties. Among these last, one said:

'ERA should have been ring fenced from the beginning. ASAs (were) pulled to do other NDLP work and having to concentrate on job entries has had a detrimental effect on ethos of ERA. Smaller caseloads and only covering one site would have meant better customer service.'

- 4 None of the above should detract from the positive views expressed by other ASAs, some of whom wrote of their work as '*...the best advising job within the Jobcentre*' and as '*...the best job I have ever had*'. They were particularly focused on the very different relationship that it creates with customers, for example: '*for the first time I feel I am making changes to people's lives and their families. I no longer have angry and dejected customers, but customers that actually contact me, feel confident I am always available.*' Despite a few misgivings about the support they have received, many have embraced their role with great enthusiasm. For example:

'ERA has been the most rewarding role I have undertaken in my career. I have seen myself grow as a person, my skills developed and enhanced, allowing me to focus on my customers, their needs and in turn watch them move from benefit, keep their jobs, train and advance in the world of work.'

Adviser Questionnaire

SECTION 1

1 Your present post is...? (Mark ONE box only.)

	%
Advancement Support Adviser	50
Advancement Support Adviser and Personal Adviser	46
No information.....	4

2 How long have you worked in your present post as an ASA?

Less than a year....27%
 1-2 years.....26
 2 years+.....44

3 How long have you worked for DWP / Jobcentre Plus?

Since the creation of Jobcentre Plus in Autumn 2002 90%
 A shorter time (please enter months)

3 Have you worked for any of the following? (If applicable, give approximate number of years for each. If less than a year, please indicate months)

	Yrs	Mths
Benefits Agency	<input type="text"/>	<input type="text"/>
Employment Service	<input type="text"/>	<input type="text"/>
Department of Social Security	<input type="text"/>	<input type="text"/>
Dept. for Education and Employment	<input type="text"/>	<input type="text"/>
Other Government Dept/Agency	<input type="text"/>	<input type="text"/>
Local government	<input type="text"/>	<input type="text"/>
Private/commercial sector employer	<input type="text"/>	<input type="text"/>

5 Altogether, approximately how long have you worked as a Personal Adviser or employment counsellor of some kind?

Please enter years & months

6 And how long have you worked at your current office location?

Please enter years & months

→ 62 months

7 For which of these other programmes have you worked as an adviser? (Mark ALL boxes that apply.)

New Deal for 25 Plus	59%
New Deal for Young People	34%
New Deal for Lone Parents	53%
New Deal for Disabled People	3%

→ Percent who worked for...	Average time
20%	114 months
51%	153 months
9%	(127 months)
3%	(150 months)
12%	(99 months)
5%	(11 months)
8%	(171 months)

→ 68 months

8 Approximately what proportion of your caseload is currently made up of the following customer groups?

ND25+ only.....10%
 NDLP only.....33%
 Both.....46%
 No information.....10%

(Enter zero for any customer groups you do not currently advise.)

New Deal for 25 Plus %
 New Deal for Lone Parents %
 Lone Parents on WTC %
 New Deal for Young People %
 New Deal for Disabled People %
 IB ERA customers %
 Other customers (please specify below): %

Please check that total = %

[9 What proportion of your caseload is made up of customers?

Proportion %

10 How many hours a week do you usually work?

16 – 29..... 15%
 30 – 36..... 22%
 37 plus..... 63%

Hours a week

11 Do you usually work on one site or divide your time between two or more sites?

(Mark ONE box only.)

One site	67%
Two or more sites	33%

12 How many advisers currently work for your line manager?

0 – 5.....10%
 6-10..... 46%
 10-15..... 33%
 16 plus..... 10%

13 Taking everything into account, how satisfied or dissatisfied do you feel about the work you do in this post? (Mark ONE box only.)

Very satisfied	28%
Fairly satisfied	47%
Neither satisfied nor dissatisfied	19%
Fairly dissatisfied	5%
Very dissatisfied	1%

SECTION 2

This section asks your views about the site or office where you work and the kind of working practices at your office. If you work at more than one site, concentrate on the place where you work the majority of your hours. To what extent do you agree or disagree with the following statements? (Mark ONE box only.)

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
Managers respect the efforts we make for our ERA customers.	13%	36	23	25	4
My job makes good use of my abilities.	25	53	12	8	2
I am encouraged to explore ERA customers' work goals in depth.	25	49	11	11	3
My working ERA customers contact me before I contact them.	1	21	41	32	5
My line manager does not seem to be interested in what I do.	0	18	10	46	25
I spend too much time on other work to be really effective as an ASA.	9	18	16	30	27
The managers in this office give us the support we need to do a good job on ERA.	7	34	30	19	10
All things considered, this office is well managed.	7	42	28	23	1
I have too much workload pressure to do my job well.	2	12	43	36	7
I find it hard to engage my working ERA customers' interest in ERA.	7	28	22	35	8
I feel valued by my line manager.	22	44	21	12	2
If my working ERA customers are in jobs that are likely to end, I usually talk with them about new job opportunities before their current job ends.	28	49	12	9	2
I am encouraged to explore ERA customers' personal or family problems in depth.	5	35	35	22	3

SECTION 3

This section asks your views about your work with ERA customers.

To what extent do you agree or disagree with the following statements? (Mark ONE box only.)

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly
I usually try to explain the training bonus to my ERA customers, even if they are not interested in training.	45	54	0	0	1
I usually contact my ERA customers who seem eligible for the retention bonus or the training bonus but are not collecting it.	46	50	2	1	1
I think the training bonus is a powerful incentive for ERA customers to enter training and see a course through.	37	48	9	6	0
I usually try to explain the employment retention bonus to my ERA customers, even if they are not working.	48	50	2	0	0
I think the employment retention bonus is a powerful incentive for ERA customers to get and keep full time work.	43	37	13	6	1
I usually discuss employment retention and advancement issues and ideas with ERA customers, even when they are not working.	42	50	6	1	1
I usually discuss employment retention and advancement issues and ideas with working ERA customers when they pick up their retention bonuses.	37	52	7	2	2
Keeping in touch with working ERA customers is a high priority for ASAs in my office.	30	45	12	8	4
If my working ERA customers are in jobs that are likely to end, I usually talk with them about new job opportunities before their current job ends.	35	45	13	5	3
I do not feel confident when contacting an ERA customer I have not spoken to for a long while.	0	14	15	56	15
If an ERA customer gets a job and does not respond to my initial efforts to contact him/her, I will usually keep trying new ways to get him/her to respond.	28	64	3	3	1
My supervisor cares a lot about the quality of my Advancement Action Plans.	14	38	27	16	6
If I don't try to re-engage the working ERA customers I have lost contact with, my supervisor won't really mind.	5	14	19	52	11

	All or Almost all	More than half	About half	Fewer than half	Hardly any or none
About how many of your ERA customers have an Advancement Action Plan?	72	15	5	7	1
With how many of your ERA customers have you ever talked about their 'dream job' or 'field of fascination' — that is, a field of work they're really interested in?	43	30	9	11	7
With how many of your ERA customers have you ever talked about their life goals (e.g., moving into his/her own apartment, buying a house, buying the children school clothes)?	37	27	17	14	6

	All or Almost all	More than half	About half	Fewer than half	Hardly any or none
With how many of your working ERA customers have you contacted the employer to discuss their performance on the job?	0	2	1	28	68
With how many of your working ERA customers have you contacted the employer to discuss opportunities for training, or advancement?	0	2	4	29	65
	Always or almost always	Most of the time	Some of the time	Hardly ever	Never
After your unemployed ERA customers get jobs, how often do you refer back to the goals and strategies in their Advancement Action Plans when communicating with them?	21	36	25	13	5
How often do you include in your case notes specific plans for the next steps that a customer will take?	26	41	30	2	1
How often do you include in your case notes your ERA customers' long-term goals broken down into step-by-step plans?	10	30	38	19	3
How often do you discuss with your working ERA customers the progress they are making towards their 'dream job' or 'field of fascination'?	14	35	32	13	7
How many of your working ERA customers have you helped deal with problems like budgeting, child care, transportation, or time management problems, while they were in work?	7	18	54	14	7
I work outside my normal hours to see working ERA customers whose work schedules make it difficult for them to come to the Jobcentre Plus office during regular hours.	6	9	36	20	29
I meet working ERA customers outside of the Jobcentre Plus office.	8	14	44	8	26
	Every week	At least once a month	Once every few months	About once a year	Hardly ever or never
How often do you get together with ASAs from other offices to compare notes about your advancement and retention cases?	2	29	55	8	6
How often does your supervisor review examples of your Advancement Action Plans?	4	19	34	7	37

Contacting ERA customers and reengagement

After an ERA customer gets a new job, I usually contact him/her within the first...

three days	34
one week	44
two weeks	8
one month	9
a few months	5

My office has benchmarks or targets for how soon or how often ASAs should contact ERA customers after they get a job.

YES	49
NO	51

During a six-month period, how often do you meet or speak on the telephone with your non-working ERA customers?

Once	8
Twice	16
Three or more times	76

During a six-month period, how often do you meet or speak on the telephone with your working ERA customers?

Once	12
Twice	14
Three or more times	74

If you have working ERA customers who appear not to be interested in maintaining contact with you, would you be more likely to...

...leave them alone	23
...continue to try new ways of engaging them?	77

Section 4

This section asks you about what you believe are your office management policies about working with ERA customers. (Mark ONE box only.)

	The highest priority	A lot	Some	Very little	None
<i>In your office what level of priority is given by management to these different aspects of ERA work by ASAs?</i>					
Helping working ERA customers get promotions, pay rises, or better jobs.	10	24	21	25	20
Helping working ERA customers increase their job skills.	10	30	24	17	19
Helping working ERA customers engage in a training or education course without giving up their job.	12	32	23	15	19
Helping working ERA customers keep jobs.	23	27	17	15	18
<i>And, in practice, what level of priority do you think these different aspects of ASAs' work with ERA customers have in their day-to-day work?</i>					
Helping working ERA customers get promotions, pay rises, or better jobs.	10	33	36	15	6
Helping working ERA customers increase their job skills.	11	39	38	8	5
Helping working ERA customers engage in a training or education course without giving up their job.	14	42	33	7	5
Helping working ERA customers keep jobs.	30	28	34	4	5

Section 5

This section asks about caseloads and targets and the effects they may have on your contact with ERA customers. (Mark ONE box only.)

	A great deal	A lot	Some	Very little	Not at all
<i>How much have high caseloads made it difficult for you to do the following:</i>					
Regularly contact your working ERA customers?	15	31	37	13	5
Help your working ERA customers stay employed?	8	17	35	29	11
Help your working ERA customers advance?	11	20	37	25	8
<i>How much have job entry targets made it difficult for you to do the following activities:</i>					
Regularly contact your working ERA customers?	8	21	25	13	33
Help your working ERA customers stay employed?	6	19	25	17	33
Help your working ERA customers advance?	10	17	29	12	33

How would you rate the training you have received to help working ERA customers keep jobs and advance in work?

Excellent	11
Good	44
Fair	38
Poor	7

SECTION 6

Finally, please answer a few questions about yourself

1 Are you...?

Female 71% Male 29%

2 How old are you?

Age, in years (mean=)

4	3
---	---

3 The ethnic group you most identify with is? (Mark ONE box only.)

White - British	88%
White - Irish	
White - Other	1
Asian or Asian British - Bangladeshi	
Asian or Asian British - Indian	2
Asian or Asian British - Pakistani	1
Asian or Asian British - Other Asian	
Black or Black British - African	1
Black or Black British - Caribbean	2
Black or Black British - Other Black	
Chinese or Other Ethnic Group - Chinese	
Chinese or Other Ethnic Group - Other Ethnic Group	
Mixed - White & Black African	
Mixed - White & Black Caribbean	
Mixed - Other Mixed	
Other (please specify below):	
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
Prefer not to say/no information	4

4 Which of these academic qualifications do you have ?

(Mark ALL boxes that apply.)

I do not have any formal academic qualifications. 7%

FROM ENGLISH AND WELSH SCHOOLS AND COLLEGES:

GCE 'A' level/Higher School Cert 29%

GCE 'O' level grades A,B,C/GCSE grades A,B,C/CSE grade 1 66%

GCE 'O' level grades D,E/GCSE grades D,E/CSE grades 2-5 17%

School certificate or matriculation 0

FROM SCOTTISH SCHOOLS AND COLLEGES:

Certificate of Sixth Year Studies 0

SCE/SLC/SUPE Higher Grade 13%

SCE Ordinary Grade A-C/Standard grades 1-2 9%

SCE Ordinary Grades D-E/Standard grades 3-6 3%

SLC/SUPE Lower or Ordinary 1%

FROM ANY COLLEGE OR INSTITUTE:

Other qualifications above 'A' level but below degree 24%

Degree or equivalent or a qualification above degree level 14%

Other or foreign qualifications (please specify below): 5%

5 Finally, do you have any of these vocational qualifications?

(Mark ALL boxes that apply.)

I do not have any formal vocational qualifications.	29%
Recognised trade apprenticeship completed City and Guilds — Craft/Intermediate/Ordinary (Part I)	5%
City and Guilds-Advance/Final or Full tech (Part II or III)	9%
City and Guilds — can't say which	3%
BEC/TEC/BTEC/SCOTBEC/SCOTEC/SCOTVEC/National/General	15%
BEC/TEC/BTEC/SCOTBEC/SCOTVEC Higher	5%
Ordinary National Cert/Dip (ONC/OND)	5%
Higher National Cert/Dip (HNC/HND)	8%
RSA/Pitman's secretarial or clerical	17%
Other clerical/commercial qualification (e.g. typing, shorthand, book-keeping)	12%
NVQ/SVQ	48%
GNVQ/GSVQ	0
Nursing qualification	0
Teaching qualification (incl. TEFL)	3%
Other vocational/pre-vocational qualification (please specify):	8%

6 *Please use the box below to write down any other comments you wish to make about your present work or the work you expect to do over the next 12 months.*

Thank you very much for your time and cooperation
in filling out this questionnaire.

Supplemental Appendix BB
New Deal for Lone Parents
economic impacts by district

**Table BB.1 Effects of ERA on employment and earnings
New Deal for Lone Parents customers – East Midlands**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	63.0	62.7	0.3	0.5	0.938
Number of months worked in year 1 ^a	5.2	5.2	0.0	-0.4	0.964
Number of months worked full time in year 1	1.7	1.4	0.2	15.8	0.483
Number of months worked part time in year 1	3.5	3.8	-0.3	-6.8	0.530
Working at month 12 (%)	48.8	53.7	-4.9	-9.1	0.279
Average hours worked per week at month 12	11.4	11.9	-0.5	-4.1	0.695
Hours worked per week at month 12					
Did not work (%)	51.2	46.3	4.9	10.6	0.279
1 to 15 hours (%)	8.2	7.8	0.3		4.4
0.891					
16 to 29 hours (%)	22.9	32.8	-9.9**	-30.1	0.017
30 or more hours (%)	17.5	13.2	4.3	32.7	0.201
<i>Average weekly hours among workers</i>	23.2	22.5			
Earnings					
Total earnings in year 1 (£)	2,879	2,736	142	5.2	0.728
Hourly earnings at month 12 (£)					
Did not work (%)	51.2	46.3	4.9	10.6	0.279
£5 or less (%)	19.8	22.2	-2.5	-11.2	0.530
£5.01 - 6.99 (%)	16.4	21.1	-4.7	-22.1	0.209
£7.00+ (%)	9.5	9.0	0.5	6.0	0.844
<i>Average hourly wage among workers (£)</i>	6.0	6.0			
Weekly earnings at month 12 (£)	68.7	69.9	-1.2	-1.8	0.897
Sample size = 463	238	225			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table BB.2 Effects of ERA on benefit receipt
New Deal for Lone Parents customers – East Midlands**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	2.5	0.5	2.0*	434.0	0.080
JSA average per week (£)	1	0	1	254.3	0.179
Receiving WTC at survey (%)	40.2	45.5	-5.3	-11.7	0.239
WTC average per week (£)	20	25	-5	-20.0	0.120
Receiving CTC at survey (%)	62.5	62.8	-0.2	-0.4	0.959
CTC average per week (£)	39	38	1	2.6	0.794
Receiving IS at survey (%)	48.7	44.9	3.8	8.5	0.398
IS average per week (£)	42	40	2	6.0	0.602
Receiving housing benefit at survey (%)	57.5	55.9	1.6	2.8	0.721
Receiving other state benefit at survey (%)	6.4	9.2	-2.8	-30.7	0.263
Other state benefit amount per week (£)	3	4	-1	-18.3	0.654
Records data					
Number of months received JSA in year 1	0.3	0.0	0.2**	496.2	0.022
Total earnings in year 1 (£)	63	9	55**	642.7	0.022
Number of months received IS in year 1	7.7	7.6	0.1	1.7	0.751
Total IS received in year 1 (£)	3,075	3,111	-36	-1.1	0.866
Number of months received IS or JSA in year 1	7.9	7.6	0.3	4.2	0.414
Total IS and JSA received in year 1 (£)	3,139	3,119	19	0.6	0.927
Number of months received IB in year 1	0.2	0.4	-0.2	-55.4	0.156
Ever received IB in year 1(%)	3.2	4.7	-1.5	-32.2	0.407
Sample size = 463	238	225			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = ten per cent; ** = five per cent; and *** = one per cent.

**Table BB.3 Effects of ERA on employment and earnings
New Deal for Lone Parents customers – London**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	55.2	54.6	0.6	1.2	0.890
Number of months worked in year 1 ^a	4.5	4.6	-0.1	-2.6	0.795
Number of months worked full time in year 1	1.9	1.1	0.7**	63.0	0.023
Number of months worked part time in year 1	2.7	3.5	-0.8*	-24.1	0.053
Working at month 12 (%)	40.0	46.0	-6.0	-13.1	0.192
Average hours worked per week at month 12	11.2	11.0	0.2	1.9	0.879
Hours worked per week at month 12					
Did not work (%)	60.0	54.0	6.0	11.2	0.192
1 to 15 hours (%)	5.0	8.0	-2.9	-36.8	0.209
16 to 29 hours (%)	14.9	23.7	-8.8**	-37.2	0.021
30 or more hours (%)	20.1	14.4	5.7	39.7	0.112
<i>Average weekly hours among workers</i>	27.9	23.8			
Earnings					
Total earnings in year 1 (£)	3,609	2,869	740	25.8	0.129
Hourly earnings at month 12 (£)					
Did not work (%)	60.0	54.0	6.0	11.2	0.192
£5 or less (%)	4.9	11.0	-6.2**	-56.1	0.021
£5.01 - 6.99 (%)	13.4	17.3	-3.8	-22.2	0.267
£7.00+ (%)	20.9	15.0	5.9	39.4	0.105
<i>Average hourly wage among workers (£)</i>	7.7	6.8			
Weekly earnings at month 12 (£)	92.1	71.3	20.8*	29.2	0.090
Sample size = 430	214	216			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = ten per cent; ** = five per cent; and *** = one per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table BB.4 Effects of ERA on benefit receipt
New Deal for Lone Parents customers – London**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	1.5	1.8	-0.3	-18.9	0.786
JSA average per week (£)	1	1	0	-30.4	0.674
Receiving WTC at survey (%)	29.2	31.0	-1.8	-5.9	0.680
WTC average per week (£)	13	17	-3	-19.1	0.315
Receiving CTC at survey (%)	57.6	62.0	-4.3	-7.0	0.347
CTC average per week (£)	33	37	-4	-10.8	0.288
Receiving IS at survey (%)	56.5	55.6	0.9	1.6	0.849
IS average per week (£)	48	47	1	1.7	0.865
Receiving housing benefit at survey (%)	61.0	65.6	-4.6	-7.1	0.309
Receiving other state benefit at survey (%)	6.9	8.5	-1.6	-18.5	0.547
Other state benefit amount per week (£)	3	2	1	48.1	0.427
Records data					
Number of months received JSA in year 1	0.1	0.2	-0.1	-61.7	0.256
Total earnings in year 1 (£)	15	31	-16	-51.9	0.429
Number of months received IS in year 1	8.3	8.3	0.0	-0.1	0.983
Total IS received in year 1 (£)	3,347	3,387	-40	-1.2	0.861
Number of months received IS or JSA in year 1	8.3	8.4	-0.1	-1.1	0.818
Total IS and JSA received in year 1 (£)	3,362	3,418	-56	-1.6	0.805
Number of months received IB in year 1	0.4	0.3	0.1	40.9	0.511
Ever received IB in year 1 (%)	4.4	3.9	0.5	13.0	0.794
Sample size = 430	214	216			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = ten per cent; ** = five per cent; and *** = one per cent.

**Table BB.5 Effects of ERA on employment and earnings
New Deal for Lone Parents customers – North East
England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	62.5	62.4	0.1	0.2	0.978
Number of months worked in year 1 ^a	5.6	5.2	0.4	8.1	0.351
Number of months worked full time in year 1	2.0	1.7	0.3	15.3	0.467
Number of months worked part time in year 1	3.7	3.5	0.1	4.0	0.748
Working at month 12 (%)	49.5	47.4	2.1	4.5	0.638
Average hours worked per week at month 12	12.1	11.7	0.4	3.4	0.760
Hours worked per week at month 12					
Did not work (%)	50.5	52.6	-2.1	-4.0	0.638
1 to 15 hours (%)	4.6	3.6	1.0	26.7	0.580
16 to 29 hours (%)	25.2	26.0	-0.9	-3.4	0.826
30 or more hours (%)	19.6	17.8	1.8	10.1	0.621
<i>Average weekly hours among workers</i>	<i>24.8</i>	<i>24.4</i>			
Earnings					
Total earnings in year 1 (£)	3,326	2,695	631	23.4	0.149
Hourly earnings at month 12 (£)					
Did not work (%)	50.5	52.6	-2.1	-4.0	0.638
£5 or less (%)	16.7	14.1	2.6	18.5	0.459
£5.01 - 6.99 (%)	17.9	20.0	-2.1	-10.7	0.571
£7.00+ (%)	10.2	9.0	1.2	13.8	0.657
<i>Average hourly wage among workers (£)</i>	<i>6.0</i>	<i>6.1</i>			
Weekly earnings at month 12 (£)	70.9	63.9	7.0	10.9	0.466
Sample size = 466	235	231			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = ten per cent; ** = five per cent; and *** = one per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table BB.6 Effects of ERA on benefit receipt
New Deal for Lone Parents customers – North East
England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	3.9	3.0	1.0	32.9	0.573
JSA average per week (£)	2	2	1	41.9	0.509
Receiving WTC at survey (%)	43.5	44.9	-1.4	-3.1	0.757
WTC average per week (£)	26	25	1	2.8	0.836
Receiving CTC at survey (%)	63.4	65.5	-2.1	-3.2	0.625
CTC average per week (£)	35	36	-2	-4.3	0.639
Receiving IS at survey (%)	42.9	46.6	-3.7	-7.9	0.407
IS average per week (£)	38	38	-1	-1.6	0.892
Receiving housing benefit at survey (%)	51.3	61.9	-10.6**	-17.1	0.019
Receiving other state benefit at survey (%)	3.9	9.1	-5.2**	-57.0	0.025
Other state benefit amount per week (£)	2	3	0	-14.8	0.732
Records data					
Number of months received JSA in year 1	0.2	0.2	0.0	-5.0	0.923
Total earnings in year 1 (£)	33	52	-19	-36.9	0.465
Number of months received IS in year 1	7.1	7.5	-0.4	-5.8	0.263
Total IS received in year 1 (£)	2,886	2,871	15	0.5	0.940
Number of months received IS or JSA in year 1	7.3	7.7	-0.4	-5.7	0.261
Total IS and JSA received in year 1 (£)	2,919	2,923	-4	-0.1	0.985
Number of months received IB in year 1					
Ever received IB in year 1 (%)	0.4	0.3	0.1	25.5	0.593
Sample size = 466	235	231			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = ten per cent; ** = five per cent; and *** = one per cent.

**Table BB.7 Effects of ERA on employment and earnings
New Deal for Lone Parents customers – North West
England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	71.1	54.4	16.7***	30.6	0.000
Number of months worked in year 1 ^a	6.1	4.4	1.7***	38.8	0.000
Number of months worked full time in year 1	2.7	1.9	0.8**	45.7	0.027
Number of months worked part time in year 1	3.4	2.5	0.9**	34.1	0.044
Working at month 12 (%)	53.6	36.6	17.0***	46.3	0.000
Average hours worked per week at month 12	14.2	9.5	4.7***	49.6	0.001
Hours worked per week at month 12					
Did not work (%)	46.4	63.4	-17.0***	-26.8	0.000
1 to 15 hours (%)	5.5	3.1	2.4	75.9	0.234
16 to 29 hours (%)	21.0	17.0	4.0	23.8	0.289
30 or more hours (%)	26.9	16.5	10.5***	63.5	0.006
<i>Average weekly hours among workers</i>	26.6	26.1			
Earnings					
Total earnings in year 1 (£)	3,853	2,467	1,386***	56.2	0.001
Hourly earnings at month 12 (£)					
Did not work (%)	46.4	63.4	-17.0***	-26.8	0.000
£5 or less (%)	16.2	9.4	6.8**	72.6	0.041
£5.01 - 6.99 (%)	19.8	17.9	1.9	10.6	0.626
£7.00+ (%)	14.3	6.5	7.8***	120.4	0.008
<i>Average hourly wage among workers (£)</i>	6.4	6.2			
Weekly earnings at month 12 (£)	90.3	56.4	33.9***	60.1	0.001
Sample size = 437	223	214			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = ten per cent; ** = five per cent; and *** = one per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table BB.8 Effects of ERA on Benefit Receipt
New Deal For Lone Parents customers – North West
England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	1.8	1.9	-0.1	-5.3	0.938
JSA average per week (£)	1	1	0	49.5	0.646
Receiving WTC at survey (%)	47.4	31.6	15.9***	50.3	0.001
WTC average per week (£)	27	19	8**	44.8	0.020
Receiving CTC at survey (%)	65.9	60.6	5.3	8.7	0.239
CTC average per week (£)	41	33	9**	26.1	0.034
Receiving IS at survey (%)	44.7	61.7	-17.0***	-27.5	0.000
IS average per week (£)	38	48	-10**	-21.4	0.025
Receiving housing benefit at survey (%)	50.4	64.1	-13.7***	-21.3	0.004
Receiving other state benefit at survey (%)	5.8	5.7	0.2	2.7	0.947
Other state benefit amount per week (£)	3	3	1	23.9	0.681
Records data					
Number of months received JSA in year 1	0.1	0.1	0.1	68.5	0.512
Total earnings in year 1 (£)	33	24	9	35.4	0.744
Number of months received IS in year 1	7.2	8.6	-1.4***	-16.2	0.001
Total IS received in year 1 (£)	2,878	3,441	-564**	-16.4	0.012
Number of months received IS or JSA in year 1	7.3	8.6	-1.4***	-15.8	0.001
Total IS and JSA received in year 1 (£)	2,911	3,466	-555**	-16.0	0.013
Number of months received IB in year 1	0.6	0.5	0.1	17.7	0.675
Ever received IB in year 1(%)	7.2	8.4	-1.3	-15.1	0.623
Sample size = 437	223	214			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table BB.9 Effects of ERA on employment and earnings
New Deal for Lone Parents customers - Scotland**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	72.5	68.4	4.1	6.0	0.357
Number of months worked in year 1 ^a	6.3	5.6	0.7	12.8	0.140
Number of months worked full time in year 1	3.0	1.6	1.4***	87.6	0.000
Number of months worked part time in year 1	3.3	4.0	-0.7	-17.1	0.148
Working at month 12 (%)	53.9	51.6	2.3	4.5	0.634
Average hours worked per week at month 12	14.8	12.3	2.5*	20.3	0.087
Hours worked per week at month 12					
Did not work (%)	46.1	48.4	-2.3	-4.8	0.634
1 to 15 hours (%)	6.0	2.2	3.7*	164.8	0.056
16 to 29 hours (%)	20.7	34.1	-13.4***	-39.2	0.002
30 or more hours (%)	27.3	15.3	12.0***	78.5	0.002
<i>Average weekly hours among workers</i>	27.5	23.6			
Earnings					
Total earnings in year 1 (£)	4,175	3,173	1,002**	31.6	0.023
Hourly earnings at month 12 (£)					
Did not work (%)	46.1	48.4	-2.3	-4.8	0.634
£5 or less (%)	10.7	11.6	-0.9	-7.7	0.779
£5.01 - 6.99 (%)	24.8	19.8	5.1	25.7	0.229
£7.00+ (%)	16.5	17.5	-1.0	-5.9	0.777
<i>Average hourly wage among workers (£)</i>	6.7	7.0			
Weekly earnings at month 12 (£)	93.1	76.9	16.3	21.2	0.130
Sample size = 413	208	205			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table BB.10 Effects of ERA on benefit receipt
New Deal for Lone Parents customers – Scotland**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	3.3	2.0	1.3	67.3	0.399
JSA average per week (£)	2	1	1	78.8	0.397
Receiving WTC at survey (%)	46.1	47.8	-1.7	-3.6	0.728
WTC average per week (£)	25	26	0	-1.1	0.942
Receiving CTC at survey (%)	76.7	71.0	5.7	8.1	0.169
CTC average per week (£)	46	40	6*	15.9	0.085
Receiving IS at survey (%)	39.1	42.3	-3.2	-7.6	0.504
IS average per week (£)	28	31	-2	-7.1	0.605
Receiving housing benefit at survey (%)	55.0	58.8	-3.8	-6.5	0.424
Receiving other state benefit at survey (%)	7.2	9.2	-2.0	-21.6	0.463
Other state benefit amount per week (£)	4	4	0	-10.1	0.789
Records data					
Number of months received JSA in year 1	0.2	0.2	0.0	17.3	0.746
Total earnings in year 1 (£)	54	36	18	49.9	0.515
Number of months received IS in year 1	6.8	7.0	-0.2	-3.3	0.601
Total IS received in year 1 (£)	2,446	2,541	-95	-3.7	0.664
Number of months received IS or JSA in year 1	7.0	7.2	-0.2	-2.9	0.638
Total IS and JSA received in year 1 (£)	2,500	2,577	-77	-3.0	0.725
Number of months received IB in year 1	0.6	0.6	0.0	2.5	0.947
Ever received IB in year 1 (%)	9.1	9.3	-0.2	-2.3	0.941
Sample Size = 413	208	205			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table BB.11 Effects of ERA on employment and earnings
New Deal for Lone Parents customers – Wales**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	72.3	70.5	1.8	2.5	0.702
Number of months worked in year 1 ^a	6.1	5.6	0.5	9.7	0.255
Number of months worked full time in year 1	2.4	1.5	0.9**	60.3	0.022
Number of months worked part time in year 1	3.8	4.1	-0.3	-8.0	0.483
Working at month 12 (%)	51.7	52.1	-0.5	-0.9	0.929
Average hours worked per week at month 12	12.9	11.9	1.0	8.7	0.466
Hours worked per week at month 12					
Did not work (%)	48.3	47.9	0.5	0.9	0.929
1 to 15 hours (%)	6.2	2.4	3.9*	163.9	0.061
16 to 29 hours (%)	23.5	36.5	-13.0***	-35.6	0.006
30 or more hours (%)	22.0	13.0	9.0**	69.5	0.017
<i>Average weekly hours among workers</i>	<i>24.8</i>	<i>23.0</i>			
Earnings					
Total earnings in year 1 (£)	3,652	3,004	648	21.6	0.136
Hourly earnings at month 12 (£)					
Did not work (%)	48.3	47.9	0.5	0.9	0.929
£5 or less (%)	19.7	13.6	6.1	45.0	0.125
£5.01 - 6.99 (%)	17.9	22.1	-4.2	-19.0	0.326
£7.00+ (%)	10.3	12.7	-2.4	-18.8	0.476
<i>Average hourly wage among workers (£)</i>	<i>6.1</i>	<i>6.5</i>			
Weekly earnings at month 12 (£)	73.4	73.1	0.3	0.4	0.979
Sample size = 395	199	196			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table BB.12 Effects of ERA on benefit receipt
New Deal for Lone Parents customers – Wales**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	0.9	3.2	-2.4	-73.2	0.107
JSA average per week (£)	0	2	-2**	-90.4	0.035
Receiving WTC at survey (%)	46.4	49.0	-2.6	-5.3	0.608
WTC average per week (£)	27	28	0	-1.2	0.935
Receiving CTC at survey (%)	71.2	71.5	-0.3	-0.4	0.945
CTC average per week (£)	38	41	-3	-8.0	0.437
Receiving IS at survey (%)	43.1	43.7	-0.6	-1.4	0.900
IS average per week (£)	37	35	2	5.6	0.692
Receiving housing benefit at survey (%)	54.5	58.9	-4.4	-7.5	0.374
Receiving other state benefit at survey (%)	5.3	6.4	-1.0	-16.4	0.666
Other state benefit amount per week (£)	1	3	-2*	-62.8	0.098
Records data					
Number of months received JSA in year 1	0.2	0.1	0.1	138.5	0.235
Total earnings in year 1 (£)	43	20	23	116.3	0.334
Number of months received IS in year 1	6.7	7.2	-0.5	-7.1	0.259
Total IS received in year 1 (£)	2,561	2,697	-136	-5.1	0.560
Number of months received IS or JSA in year 1	6.9	7.3	-0.4	-5.3	0.396
Total IS and JSA received in year 1 (£)	2,604	2,717	-113	-4.2	0.629
Number of months received IB in year 1	0.4	0.4	0.0	-2.5	0.955
Ever received IB in year 1 (%)	8.2	5.4	2.8	51.7	0.278
Sample size = 395	199	196			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Figure BB.1 Employment rates for the New Deal for Lone Parents customers control group, East Midlands

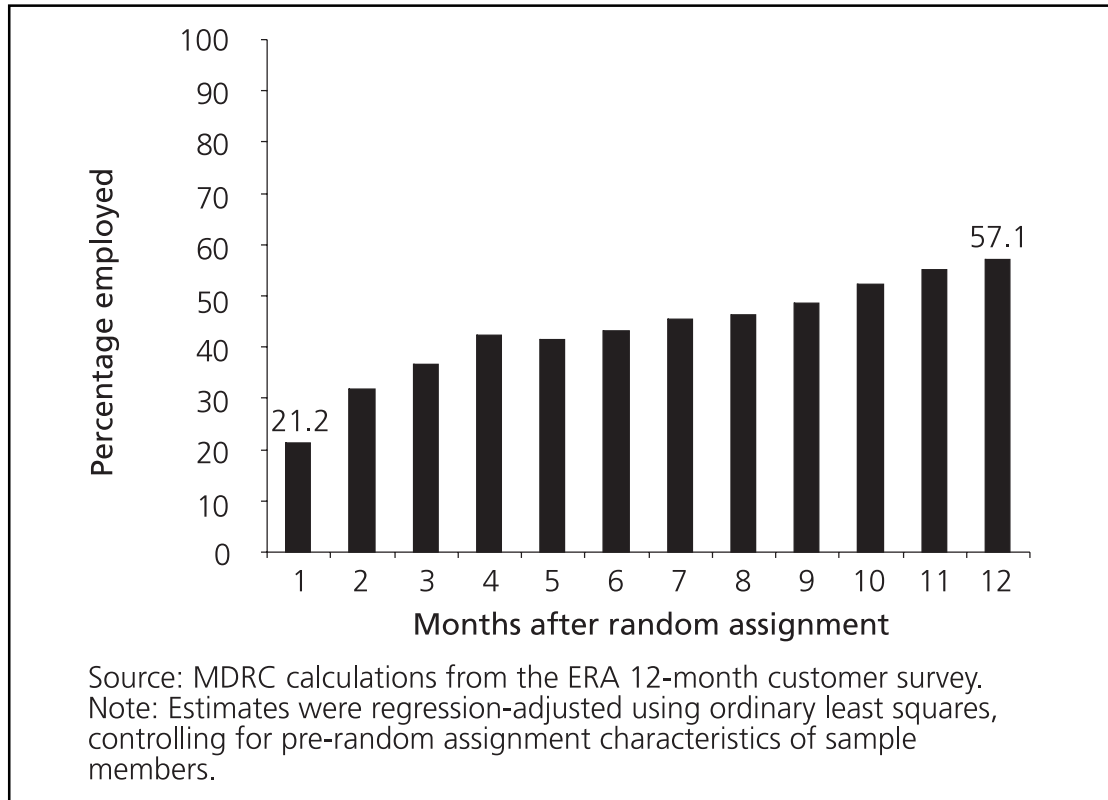


Figure BB.2 Employment rates for the New Deal for Lone Parents customers control group, London

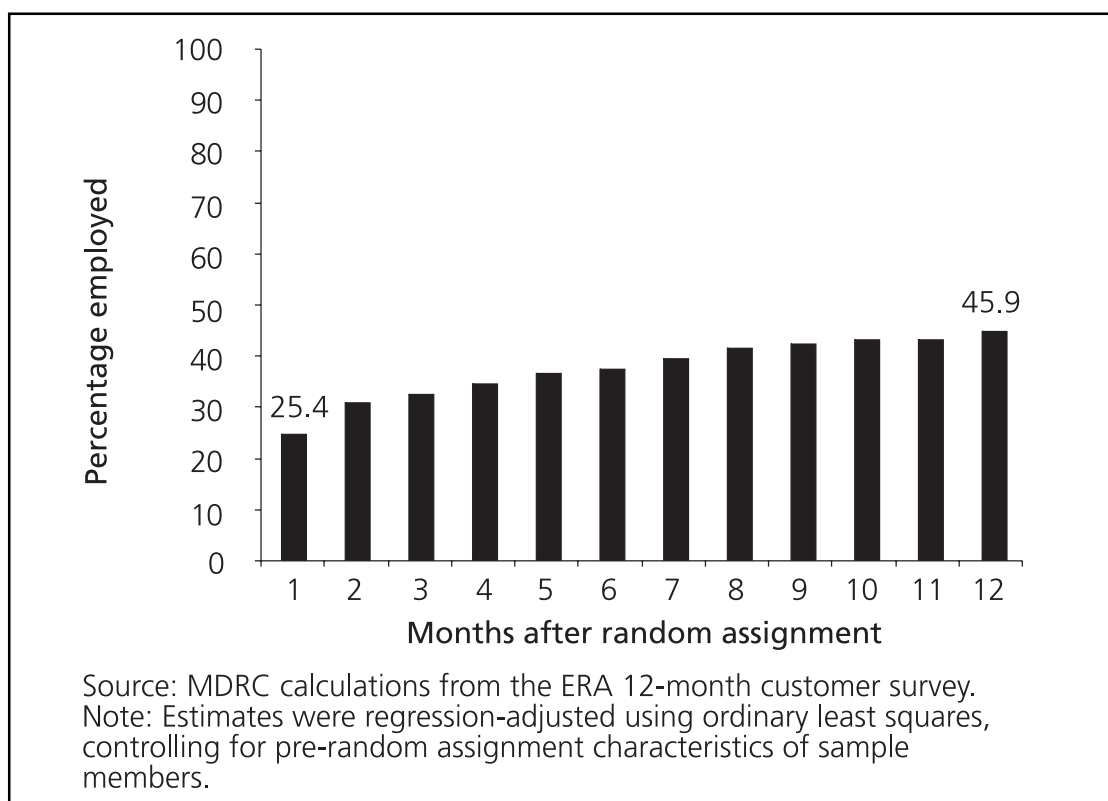


Figure BB.3 Employment rates for the New Deal for Lone Parents customers control group, North East England

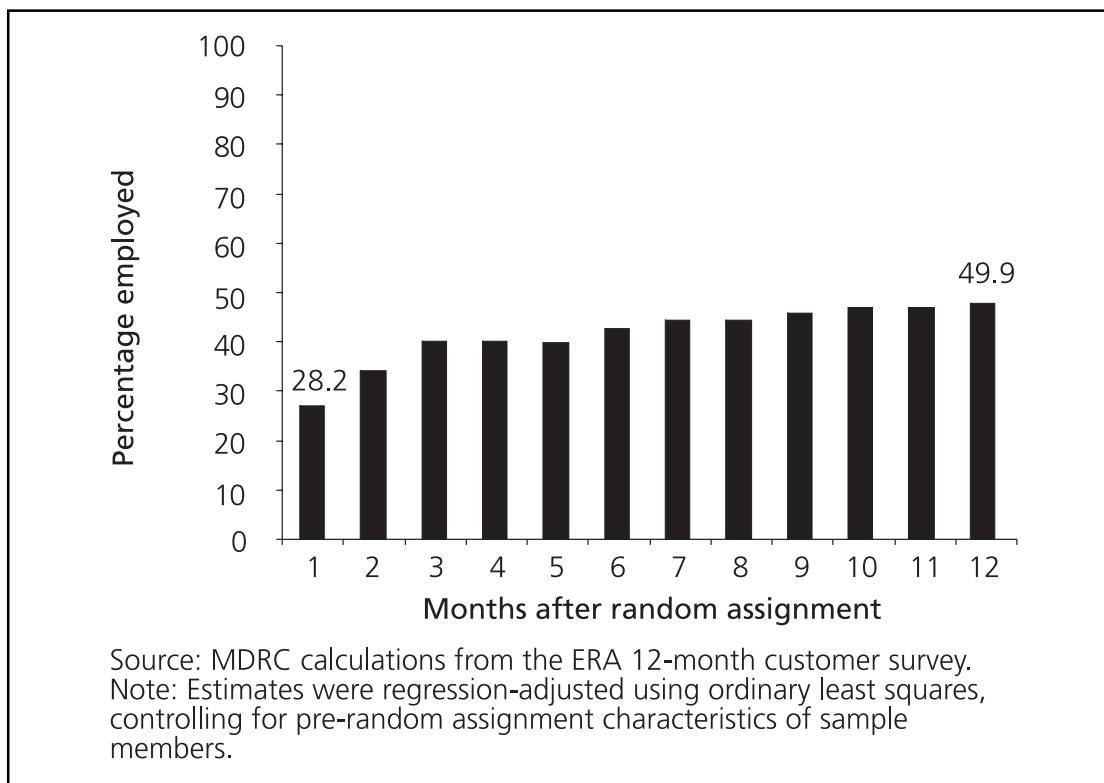


Figure BB.4 Employment rates for the New Deal for Lone Parents customers control group, North West England

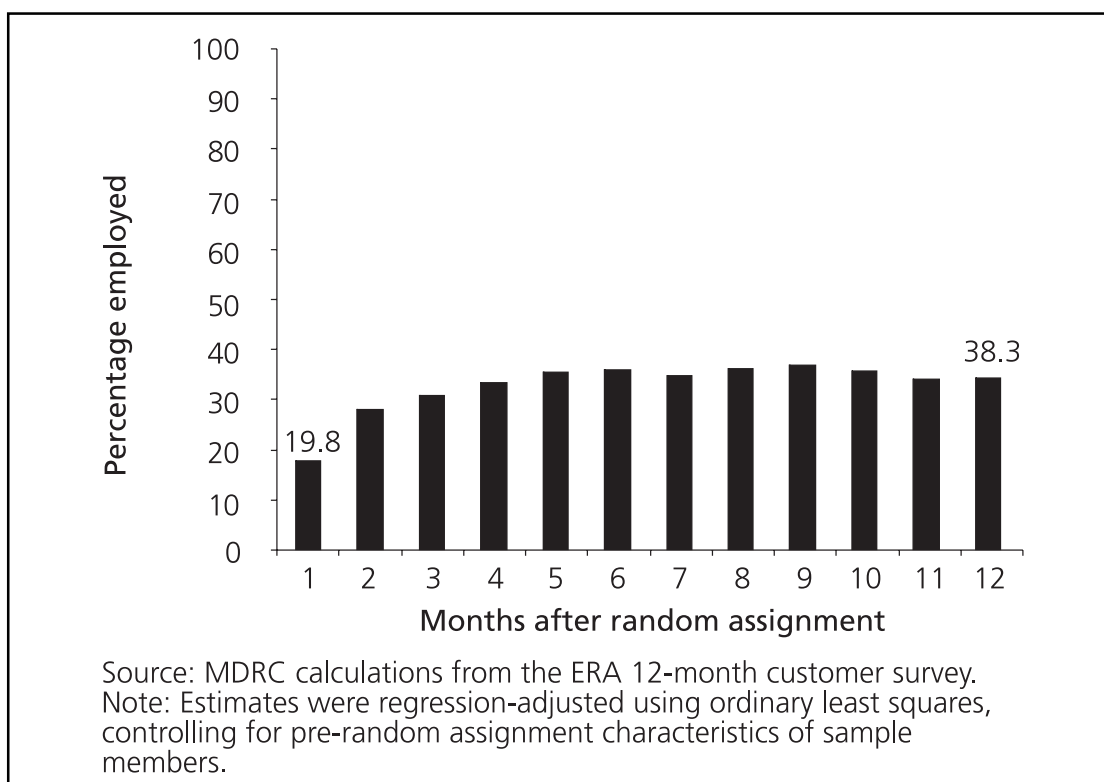


Figure BB.5 Employment rates for the New Deal for Lone Parents customers control group, Scotland

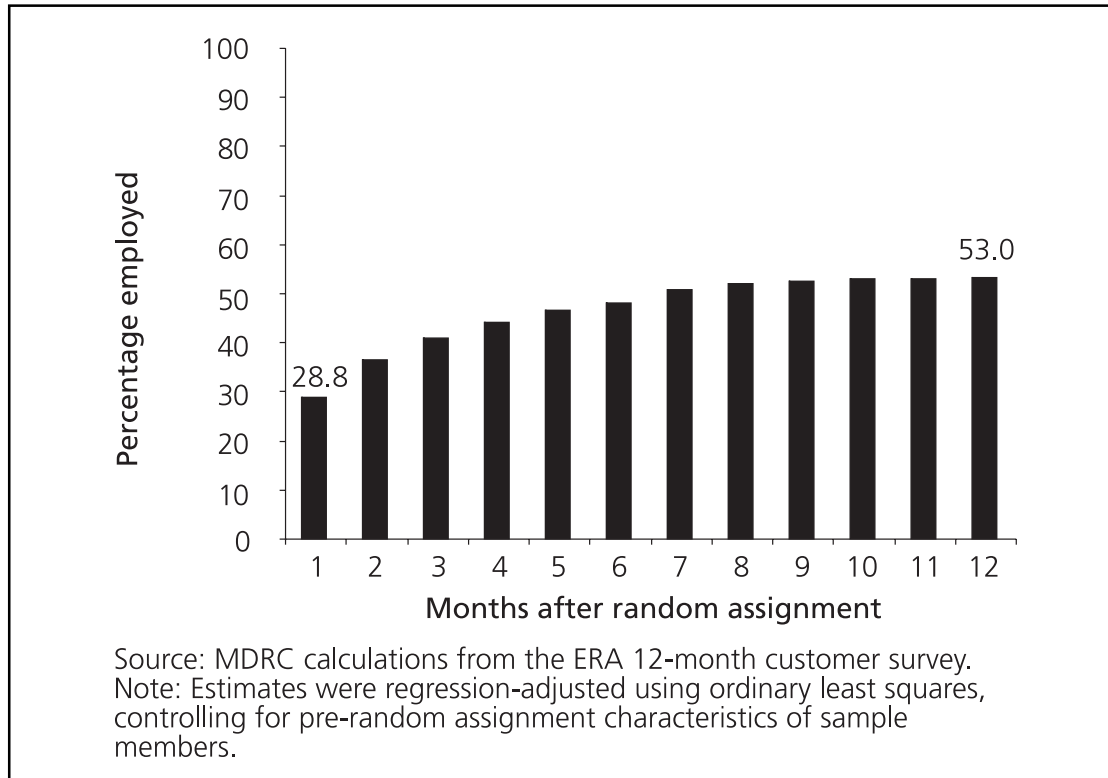
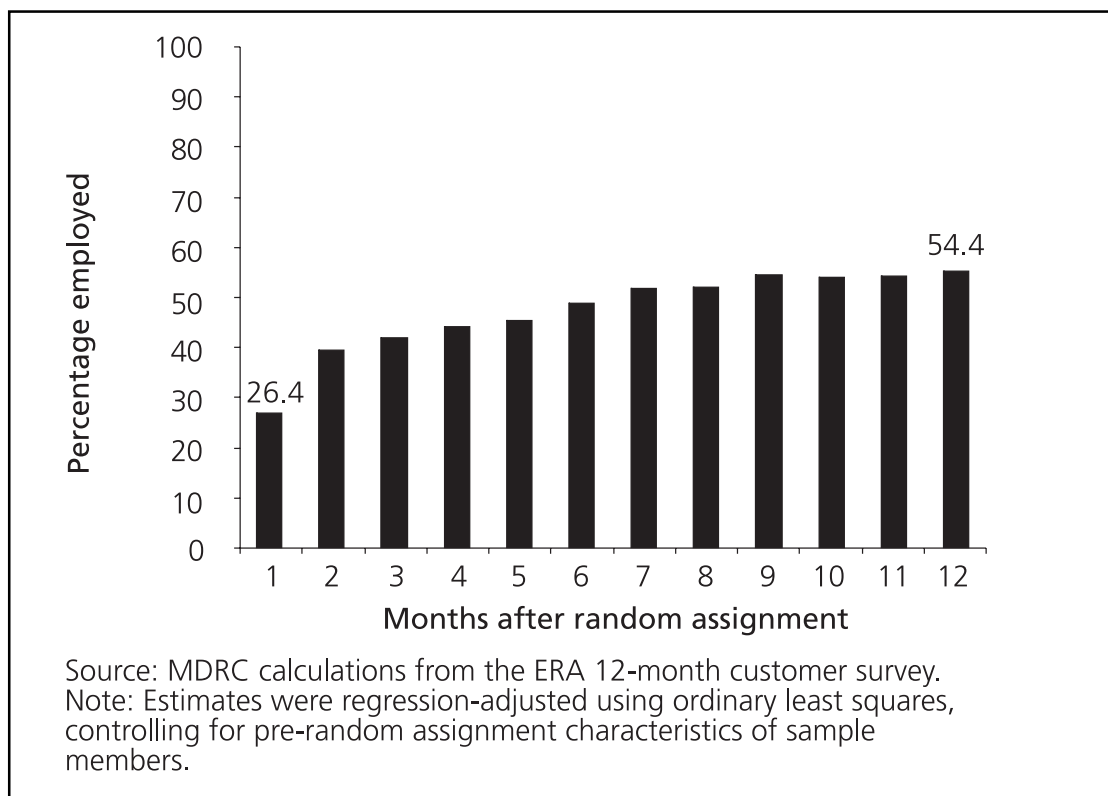


Figure BB.6 Employment rates for the New Deal for Lone Parents customers control group, Wales



Supplemental Appendix CC New Deal 25 Plus economic impacts by district

**Table CC.1 Effects of ERA on employment and earnings
New Deal 25 Plus customers – East Midlands**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	56.1	55.1	1.1	1.9	0.824
Number of months worked in year 1 ^a	4.4	3.6	0.8*	21.8	0.063
Number of months worked full time in year 1	3.2	2.5	0.7*	29.9	0.066
Number of months worked part time in year 1	1.2	1.2	0.1	5.5	0.819
Working at month 12 (%)	42.6	36.2	6.4	17.6	0.182
Average hours worked per week at month 12	14.9	11.6	3.3*	28.5	0.071
Hours worked per week at month 12					
Did not work (%)	57.4	63.8	-6.4	-10.0	0.182
1 to 15 hours (%)	4.1	5.1	-1.0	-19.6	0.618
16 to 29 hours (%)	6.9	6.7	0.2	2.5	0.947
30 or more hours (%)	31.2	24.1	7.2	29.8	0.104
<i>Average weekly hours among workers</i>	<i>34.9</i>	<i>32.7</i>			
Earnings					
Total earnings in year 1 (£)	3,347	2,456	891**	36.3	0.044
Hourly earnings at month 12 (£)					
Did not work (%)	57.4	63.8	-6.4	-10.0	0.182
£5 or less (%)	14.0	13.6	0.4	2.7	0.914
£5.01 - 6.99 (%)	17.9	12.0	5.9*	49.6	0.099
£7.00+ (%)	8.2	8.9	-0.7	-7.9	0.803
<i>Average hourly wage among workers (£)</i>	<i>5.9</i>	<i>6.3</i>			
Weekly earnings at month 12 (£)	85.8	65.9	19.8	30.1	0.119
Sample size = 412	201	211			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table CC.2 Effects of ERA on benefit receipt
New Deal 25 Plus customers – East Midlands**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	37.0	47.0	-10.0**	-21.4	0.040
JSA average per week (£)	23	29	-6*	-21.7	0.083
Receiving WTC at survey (%)	21.5	18.0	3.4	18.9	0.383
WTC average per week (£)	9	10	-1	-13.8	0.578
Receiving CTC at survey (%)	13.2	15.0	-1.9	-12.4	0.515
CTC average per week (£)	10	12	-2	-17.6	0.428
Receiving IS at survey (%)	10.9	9.1	1.7	18.8	0.568
IS average per week (£)	6	6	0	2.1	0.953
Receiving housing benefit at survey (%)	38.2	47.2	-9.1*	-19.2	0.065
Receiving other state benefit at survey (%)	13.2	7.4	5.8*	78.0	0.057
Other state benefit amount per week (£)	8	4	4**	114.3	0.034
Records data					
Number of months received JSA in year 1	7.8	8.7	-1.0**	-11.0	0.011
Total JSA received in year 1 (£)	2,246	2,695	-449**	-16.6	0.010
Number of months received IS in year 1	0.6	0.7	-0.1	-10.3	0.727
Total IS received in year 1 (£)	144	165	-21	-12.7	0.680
Number of months received IS or JSA in year 1	8.3	9.3	-1.0***	-10.4	0.010
Total IS and JSA received in year 1 (£)	2,390	2,860	-470***	-16.4	0.006
Number of months received IB in year 1	0.9	0.8	0.1	10.2	0.740
Ever received IB in year 1 (%)	12.0	13.2	-1.2	-9.0	0.720
Sample size = 412	201	211			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table CC.3 Effects of ERA on employment and earnings
New Deal 25 Plus customers - London**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1(%)	36.4	38.2	-1.7	-4.5	0.738
Number of months worked in year 1 ^a	2.5	2.6	0.0	-0.8	0.961
Number of months worked full time in year 1	1.6	1.3	0.3	25.2	0.335
Number of months worked part time in year 1	0.9	1.2	-0.4	-30.2	0.224
Working at month 12 (%)	26.7	28.9	-2.2	-7.7	0.643
Average hours worked per week at month 12	8.8	8.1	0.6	7.8	0.705
Hours worked per week at month 12					
Did not work (%)	73.3	71.1	2.2	3.1	0.643
1 to 15 hours (%)	3.1	6.3	-3.2	-51.1	0.157
16 to 29 hours (%)	4.6	5.8	-1.2	-20.2	0.618
30 or more hours (%)	19.0	16.8	2.1	12.7	0.610
<i>Average weekly hours among workers</i>	<i>33.3</i>	<i>28.1</i>			
Earnings					
Total earnings in year 1 (£)	2,507	1,782	725	40.7	0.230
Hourly earnings at month 12 (£)					
Did not work (%)	73.3	71.1	2.2	3.1	0.643
£5 or less (%)	7.0	5.6	1.4	25.9	0.599
£5.01 - 6.99 (%)	7.2	6.6	0.6	8.6	0.841
£7.00+ (%)	10.7	12.3	-1.6	-13.3	0.647
<i>Average hourly wage among workers (£)</i>	<i>7.2</i>	<i>8.0</i>			
Weekly earnings at month 12 (£)	60.7	52.9	7.9	14.9	0.606
Sample size = 346	178	168			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table CC.4 Effects of ERA on benefit receipt
New Deal 25 Plus customers – London**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	52.2	59.1	-6.9	-11.7	0.205
JSA average per week (£)	33	36	-3	-7.6	0.504
Receiving WTC at survey (%)	8.1	7.7	0.4	4.8	0.898
WTC average per week (£)	4	5	0	-7.1	0.865
Receiving CTC at survey (%)	15.8	20.6	-4.8	-23.3	0.153
CTC average per week (£)	11	15	-4	-29.5	0.167
Receiving IS at survey (%)	8.2	8.2	0.0	0.4	0.992
IS average per week (£)	4	5	-1	-21.6	0.592
Receiving housing benefit at survey (%)	52.2	47.4	4.8	10.2	0.369
Receiving other state benefit at survey (%)	6.1	5.6	0.5	9.3	0.841
Other state benefit amount per week (£)	3	3	0	15.3	0.803
Records data					
Number of months received JSA in year 1	8.5	8.7	-0.1	-1.5	0.757
Total JSA received in year 1 (£)	2,885	2,704	181	6.7	0.358
Number of months received IS in year 1	0.6	0.7	-0.2	-25.5	0.444
Total IS received in year 1 (£)	218	185	33	17.8	0.760
Number of months received IS or JSA in year 1	9.0	9.3	-0.3	-3.3	0.439
Total IS and JSA received in year 1 (£)	3,103	2,889	214	7.4	0.295
Number of months received IB in year 1	0.7	0.8	-0.1	-10.7	0.740
Ever received IB in year 1(%)	10.9	13.4	-2.5	-18.9	0.480
Sample size = 346	178	168			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table CC.5 Effects of ERA on employment and earnings
New Deal 25 Plus customers – North East England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	54.8	53.5	1.4	2.6	0.779
Number of months worked in year 1 ^a	4.3	3.7	0.5	13.9	0.262
Number of months worked full time in year 1	3.0	2.8	0.2	7.7	0.611
Number of months worked part time in year 1	1.2	1.0	0.3	27.0	0.404
Working at month 12 (%)	39.3	36.4	2.9	8.0	0.551
Average hours worked per week at month 12	12.7	12.5	0.2	1.6	0.913
Hours worked per week at month 12					
Did not work (%)	60.7	63.6	-2.9	-4.6	0.551
1 to 15 hours (%)	2.3	3.2	-1.0	-29.7	0.561
16 to 29 hours (%)	9.2	4.9	4.3*	87.6	0.096
30 or more hours (%)	27.5	28.2	-0.7	-2.4	0.881
<i>Average weekly hours among workers</i>	32.0	34.9			
Earnings					
Total earnings in year 1 (£)	3,131	2,955	177	6.0	0.722
Hourly earnings at month 12 (£)					
Did not work (%)	60.7	63.6	-2.9	-4.6	0.551
£5 or less (%)	12.6	10.6	2.1	19.5	0.543
£5.01 - 6.99 (%)	16.0	10.0	6.0*	60.0	0.090
£7.00+ (%)	5.8	11.4	-5.6**	-49.0	0.049
<i>Average hourly wage among workers (£)</i>	6.3	6.8			
Weekly earnings at month 12 (£)	68.9	78.4	-9.5	-12.1	0.490
Sample size = 399	198	201			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table CC.6 Effects of ERA on benefit receipt
New Deal 25 Plus customers - North East England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	38.2	39.0	-0.8	-1.9	0.874
JSA average per week (£)	22	23	-1	-4.0	0.765
Receiving WTC at survey (%)	15.4	19.7	-4.3	-22.0	0.255
WTC average per week (£)	7	9	-2	-24.7	0.309
Receiving CTC at survey (%)	13.1	13.0	0.2	1.2	0.954
CTC average per week (£)	7	8	-1	-14.5	0.551
Receiving IS at survey (%)	9.7	11.4	-1.7	-15.0	0.582
IS average per week (£)	5	7	-2	-23.9	0.422
Receiving housing benefit at survey (%)	42.2	39.5	2.7	6.7	0.600
Receiving other state benefit at survey (%)	10.9	9.6	1.3	13.5	0.675
Other state benefit amount per week (£)	6	5	1	19.6	0.630
Records data					
Number of months received JSA in year 1	7.1	7.1	0.0	-0.4	0.948
Total JSA received in year 1 (£)	1,942	1,832	110	6.0	0.454
Number of months received IS in year 1	0.8	1.1	-0.3	-25.1	0.313
Total IS received in year 1 (£)	207	240	-32	-13.4	0.654
Number of months received IS or JSA in year 1	7.8	8.0	-0.3	-3.2	0.515
Total IS and JSA received in year 1 (£)	2,149	2,071	78	3.8	0.601
Number of months received IB in year 1	0.9	1.4	-0.5	-33.5	0.105
Ever received IB in year 1 (%)	15.8	21.3	-5.5	-25.9	0.169
Sample size = 399	198	201			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table CC.7 Effects of ERA on employment and earnings
New Deal 25 Plus customers – North West England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	52.6	44.2	8.4	19.0	0.124
Number of months worked in year 1 ^a	3.8	3.1	0.7	23.6	0.129
Number of months worked full time in year 1	2.5	1.8	0.7*	38.3	0.090
Number of months worked part time in year 1	1.3	1.3	0.0	3.1	0.906
Working at month 12 (%)	40.5	26.8	13.7***	51.2	0.006
Average hours worked per week at month 12	13.4	8.3	5.1***	61.6	0.006
Hours worked per week at month 12					
Did not work (%)	59.5	73.2	-13.7***	-18.7	0.006
1 to 15 hours (%)	2.3	4.2	-2.0	-46.3	0.312
16 to 29 hours (%)	9.3	6.5	2.8	42.9	0.329
30 or more hours (%)	28.7	16.1	12.6***	78.3	0.006
<i>Average weekly hours among workers</i>	<i>33.1</i>	<i>31.1</i>			
Earnings					
Total earnings in year 1 (£)	2,468	1,908	560	29.3	0.188
Hourly earnings at month 12 (£)					
Did not work (%)	59.5	73.2	-13.7***	-18.7	0.006
£5 or less (%)	14.3	8.9	5.4	60.2	0.126
£5.01 - 6.99 (%)	14.2	10.9	3.3	29.9	0.384
£7.00+ (%)	7.7	4.6	3.1	67.2	0.253
<i>Average hourly wage among workers (£)</i>	<i>6.0</i>	<i>5.8</i>			
Weekly earnings at month 12 (£)	74.5	44.4	30.1**	67.8	0.019
Sample size = 342	177	165			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table CC.8 Effects of ERA on benefit receipt
New Deal 25 Plus customers – North West England**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	36.3	50.6	-14.3***	-28.3	0.008
JSA average per week (£)	21	29	-8**	-28.5	0.012
Receiving WTC at survey (%)	17.3	11.0	6.3*	56.9	0.085
WTC average per week (£)	9	5	3	58.3	0.155
Receiving CTC at survey (%)	11.4	12.5	-1.1	-9.1	0.644
CTC average per week (£)	10	9	1	10.2	0.736
Receiving IS at survey (%)	15.2	14.5	0.7	4.7	0.864
IS average per week (£)	9	9	0	3.9	0.895
Receiving housing benefit at survey (%)	57.2	61.6	-4.4	-7.1	0.428
Receiving other state benefit at survey (%)	8.8	5.3	3.5	66.0	0.217
Other state benefit amount per week (£)	3	2	1	30.9	0.587
Records data					
Number of months received JSA in year 1	7.0	7.6	-0.6	-7.6	0.179
Total JSA received in year 1 (£)	1,965	2,156	-192	-8.9	0.280
Number of months received IS in year 1	1.5	1.1	0.4	37.2	0.226
Total IS received in year 1 (£)	350	243	107	43.9	0.183
Number of months received IS or JSA in year 1	8.4	8.5	-0.2	-2.0	0.697
Total IS and JSA received in year 1 (£)	2,314	2,400	-85	-3.5	0.619
Number of months received IB in year 1	1.4	1.3	0.1	11.6	0.669
Ever received IB in year 1 (%)	19.6	19.5	0.1	0.5	0.982
Sample size = 342	177	165			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table CC.9 Effects of ERA on employment and earnings
New Deal 25 Plus customers – Scotland**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	51.5	48.4	3.2	6.6	0.511
Number of months worked in year 1 ^a	3.3	3.3	-0.1	-2.2	0.857
Number of months worked full time in year 1	2.4	2.5	-0.1	-3.9	0.792
Number of months worked part time in year 1	0.8	0.7	0.1	10.0	0.773
Working at month 12 (%)	35.7	32.7	3.0	9.0	0.530
Average hours worked per week at month 12	11.9	11.2	0.7	6.7	0.676
Hours worked per week at month 12					
Did not work (%)	64.3	67.3	-3.0	-4.4	0.530
1 to 15 hours (%)	2.1	3.3	-1.1	-35.0	0.499
16 to 29 hours (%)	5.9	2.6	3.4	130.9	0.110
30 or more hours (%)	27.3	26.5	0.8	3.0	0.860
<i>Average weekly hours among workers</i>	33.8	34.6			
Earnings					
Total earnings in year 1 (£)	2,475	2,245	230	10.2	0.574
Hourly earnings at month 12 (£)					
Did not work (%)	64.3	67.3	-3.0	-4.4	0.530
£5 or less (%)	9.3	11.6	-2.2	-19.3	0.491
£5.01 - 6.99 (%)	15.4	8.4	7.0**	82.9	0.042
£7.00+ (%)	8.8	8.0	0.9	10.9	0.761
<i>Average hourly wage among workers (£)</i>	6.6	5.6			
Weekly earnings at month 12 (£)	70.0	57.3	12.7	22.2	0.294
Sample size = 374	193	181			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table CC.10 Effects of ERA on benefit receipt
New Deal 25 Plus customers – Scotland**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	43.3	52.2	-8.9*	-17.1	0.077
JSA average per week (£)	25	29	-4	-13.4	0.232
Receiving WTC at survey (%)	14.7	11.4	3.4	29.8	0.336
WTC average per week (£)	6	5	1	23.0	0.554
Receiving CTC at survey (%)	10.5	9.8	0.8	8.1	0.752
CTC average per week (£)	4	5	0	-3.3	0.933
Receiving IS at survey (%)	10.0	10.4	-0.4	-3.8	0.903
IS average per week (£)	7	7	0	-1.1	0.976
Receiving housing benefit at survey (%)	42.5	51.9	-9.4*	-18.2	0.056
Receiving other state benefit at survey (%)	8.5	8.7	-0.2	-2.5	0.940
Other state benefit amount per week (£)	5	4	1	16.0	0.725
Records data					
Number of months received JSA in year 1	8.6	8.9	-0.3	-3.6	0.377
Total JSA received in year 1 (£)	2,298	2,571	-273*	-10.6	0.079
Number of months received IS in year 1	0.9	0.8	0.2	21.2	0.524
Total IS received in year 1 (£)	250	179	71	39.4	0.357
Number of months received IS or JSA in year 1	9.4	9.5	-0.2	-1.8	0.619
Total IS and JSA received in year 1 (£)	2,548	2,750	-202	-7.3	0.196
Number of months received IB in year 1	1.1	1.1	0.1	5.3	0.840
Ever received IB in year 1 (%)	19.0	19.5	-0.5	-2.3	0.913
Sample size = 374	193	181			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table CC.11 Effects of ERA on employment and earnings
New Deal 25 Plus customers – Wales**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Employment					
Ever worked during year 1 (%)	44.2	51.8	-7.6	-14.6	0.117
Number of months worked in year 1 ^a	3.0	4.0	-1.0**	-24.1	0.027
Number of months worked full time in year 1	2.3	2.7	-0.5	-17.6	0.237
Number of months worked part time in year 1	0.8	1.1	-0.3	-30.0	0.256
Working at month 12 (%)	33.2	38.7	-5.5	-14.2	0.255
Average hours worked per week at month 12	12.2	13.7	-1.5	-11.0	0.443
Hours worked per week at month 12					
Did not work (%)	66.8	61.3	5.5	8.9	0.255
1 to 15 hours (%)	1.8	2.4	-0.6	-26.0	0.686
16 to 29 hours (%)	4.1	6.6	-2.6	-38.5	0.285
30 or more hours (%)	27.3	28.9	-1.6	-5.5	0.737
<i>Average weekly hours among workers</i>	<i>37.0</i>	<i>35.9</i>			
Earnings					
Total earnings in year 1 (£)	2,159	3,172	-1,013*	-31.9	0.059
Hourly earnings at month 12 (£)					
Did not work (%)	66.8	61.3	5.5	8.9	0.255
£5 or less (%)	10.1	12.6	-2.4	-19.3	0.495
£5.01 - 6.99 (%)	8.4	12.4	-4.0	-32.3	0.242
£7.00+ (%)	10.5	9.0	1.4	16.1	0.649
<i>Average hourly wage among workers (£)</i>	<i>6.6</i>	<i>6.1</i>			
Weekly earnings at month 12 (£)	64.8	75.8	-11.0	-14.5	0.424
Sample size = 340	174	166			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table CC.12 Effects of ERA on benefit receipt
New Deal 25 Plus customers – Wales**

Outcome	ERA Group	Control Group	Difference (Impact)	Percentage Change	P-value
Survey data					
Receiving JSA at survey (%)	46.0	39.4	6.6	16.7	0.204
JSA average per week (£)	29	24	6	23.9	0.130
Receiving WTC at survey (%)	13.5	19.6	-6.1	-31.1	0.124
WTC average per week (£)	6	14	-8*	-56.6	0.058
Receiving CTC at survey (%)	12.9	10.7	2.3	21.1	0.419
CTC average per week (£)	6	8	-2	-25.3	0.353
Receiving IS at survey (%)	14.0	11.4	2.6	22.9	0.481
IS average per week (£)	11	7	4	66.5	0.129
Receiving housing benefit at survey (%)	45.9	44.1	1.8	4.2	0.726
Receiving other state benefit at survey (%)	10.0	5.9	4.1	68.6	0.164
Other state benefit amount per week (£)	5	3	3	91.6	0.189
Records data					
Number of months received JSA in year 1	8.8	7.6	1.1***	15.1	0.004
Total JSA received in year 1 (£)	2,626	2,115	511***	24.2	0.003
Number of months received IS in year 1	0.7	0.7	-0.1	-8.7	0.773
Total IS received in year 1 (£)	188	164	24	14.8	0.717
Number of months received IS or JSA in year 1	9.3	8.2	1.1***	13.4	0.005
Total IS and JSA received in year 1 (£)	2,814	2,278	536***	23.5	0.001
Number of months received IB in year 1	0.7	1.0	-0.3	-28.3	0.269
Ever received IB in year 1 (%)	14.2	17.0	-2.8	-16.2	0.487
Sample size = 340	174	166			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Figure CC.1 Employment rates for the New Deal 25 Plus customers control group, East Midlands

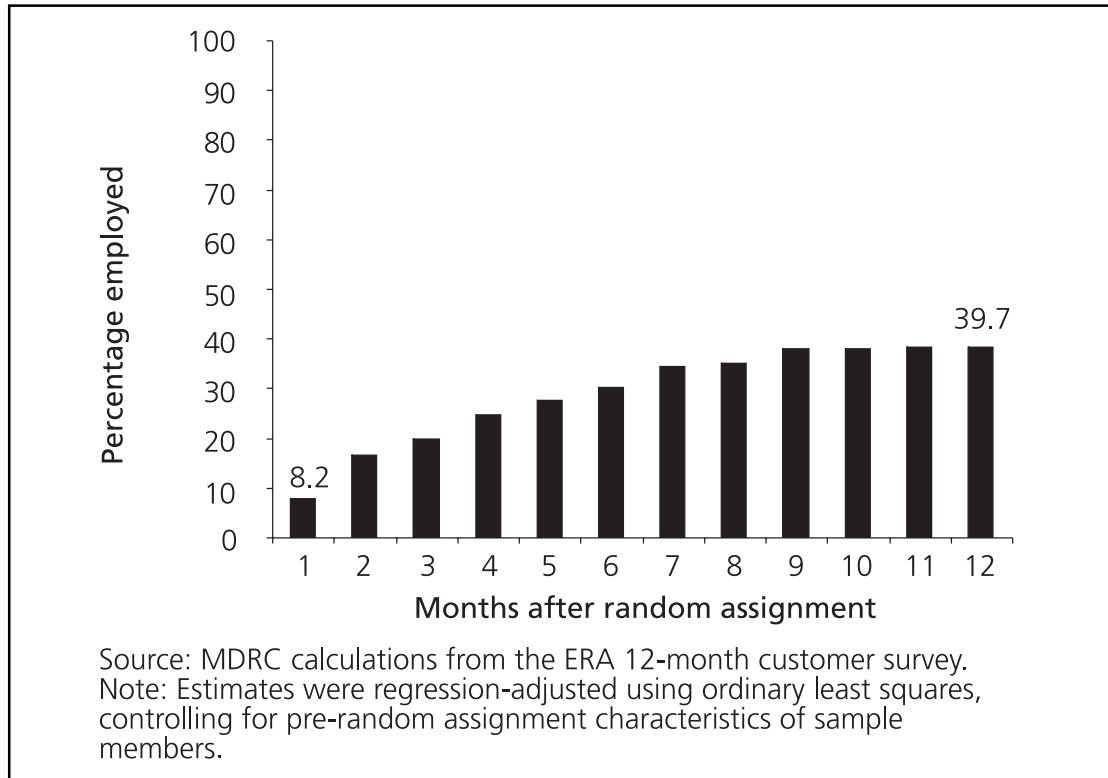


Figure CC.2 Employment rates for the New Deal 25 Plus customers control group, London

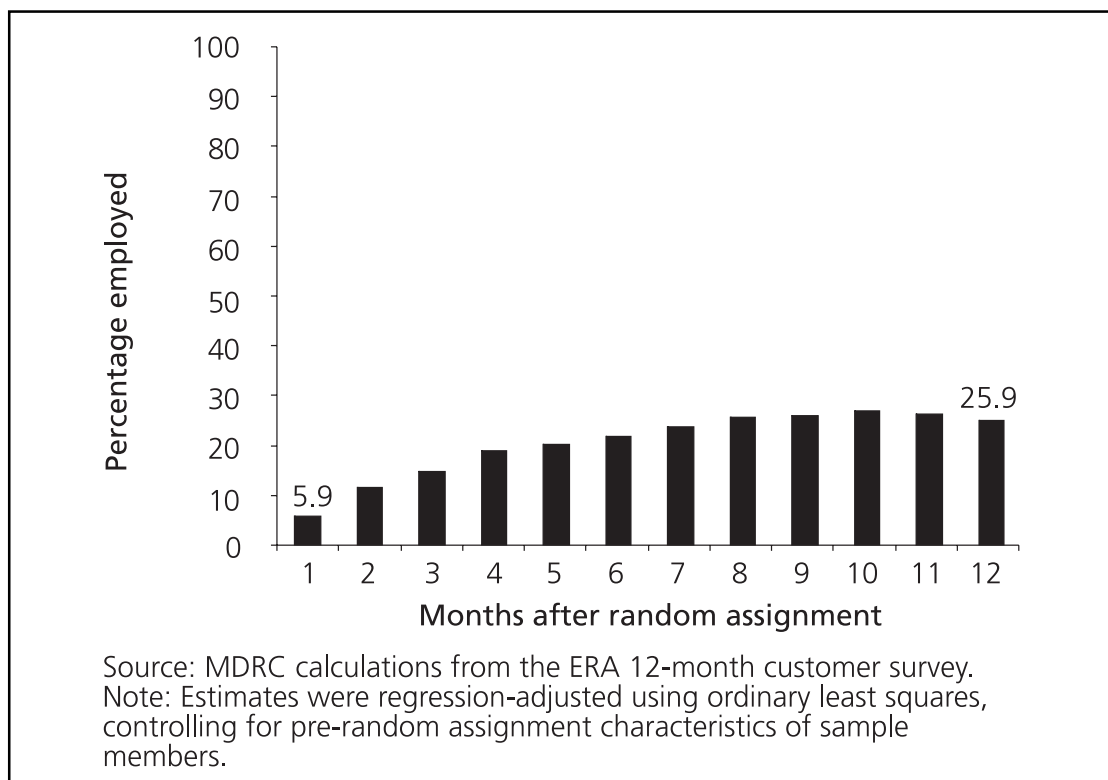


Figure CC.3 Employment rates for the New Deal 25 Plus customers control group, North East England

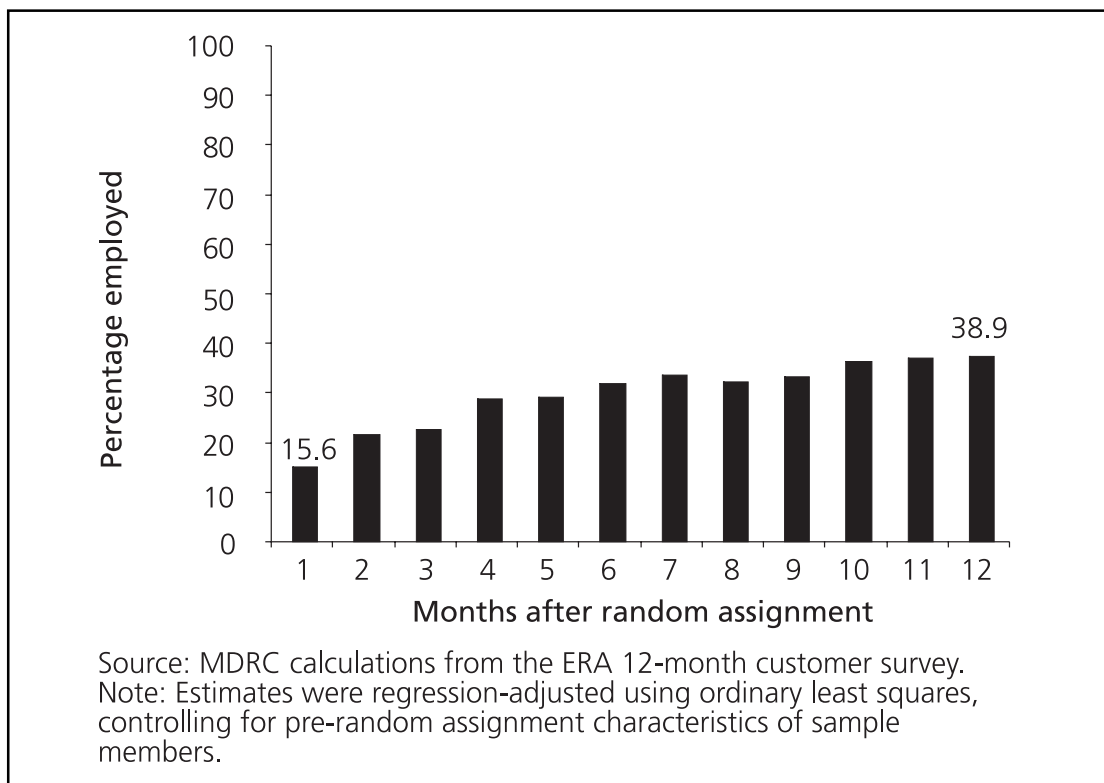


Figure CC.4 Employment rates for the New Deal 25 Plus customers control group, North West England

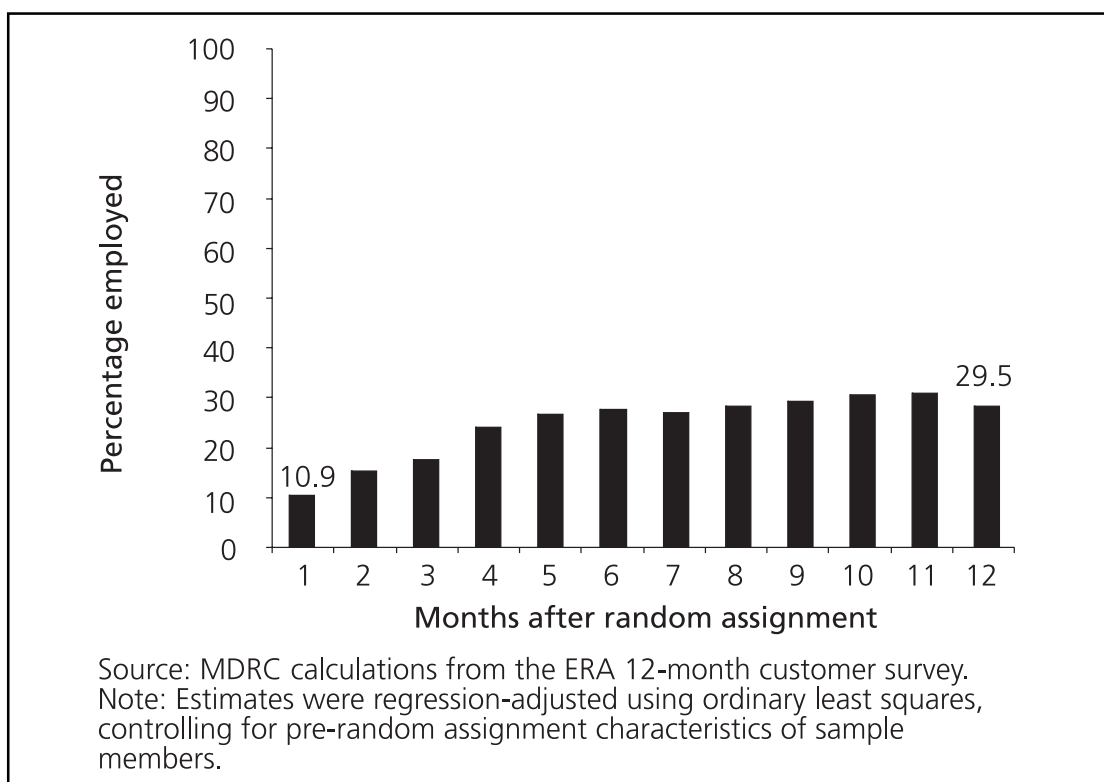


Figure CC.5 Employment rates for the New Deal 25 Plus customers control group, Scotland

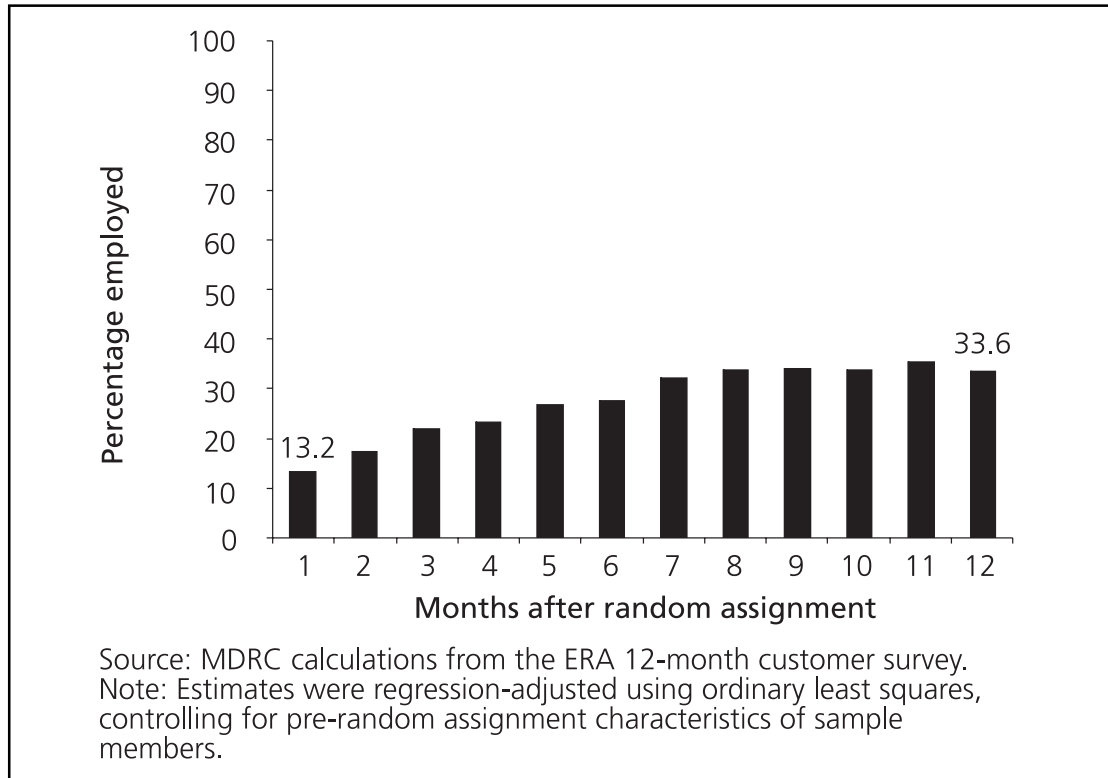
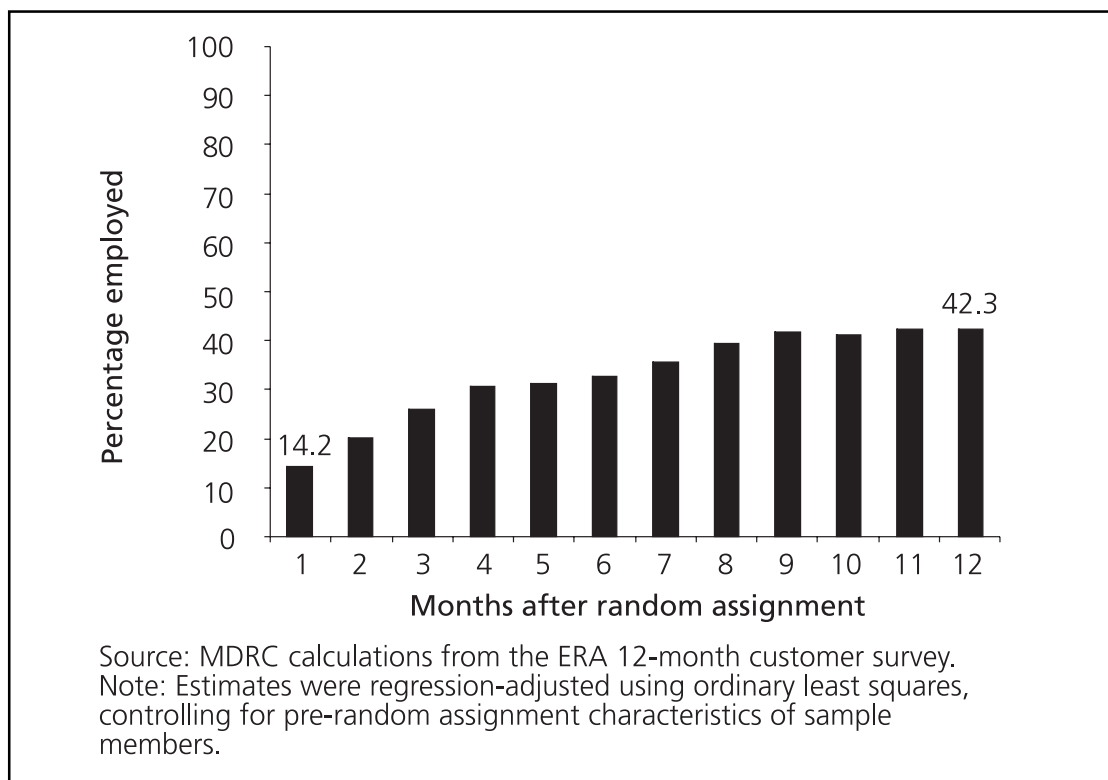


Figure CC.6 Employment rates for the New Deal 25 Plus customers control group, Wales



Supplemental Appendix DD
New Deal for Lone Parents
employment and benefit
receipt figures, by target
group and district

Figure DD.1 Employment and benefit receipt for New Deal for Lone Parents customers, all districts combined

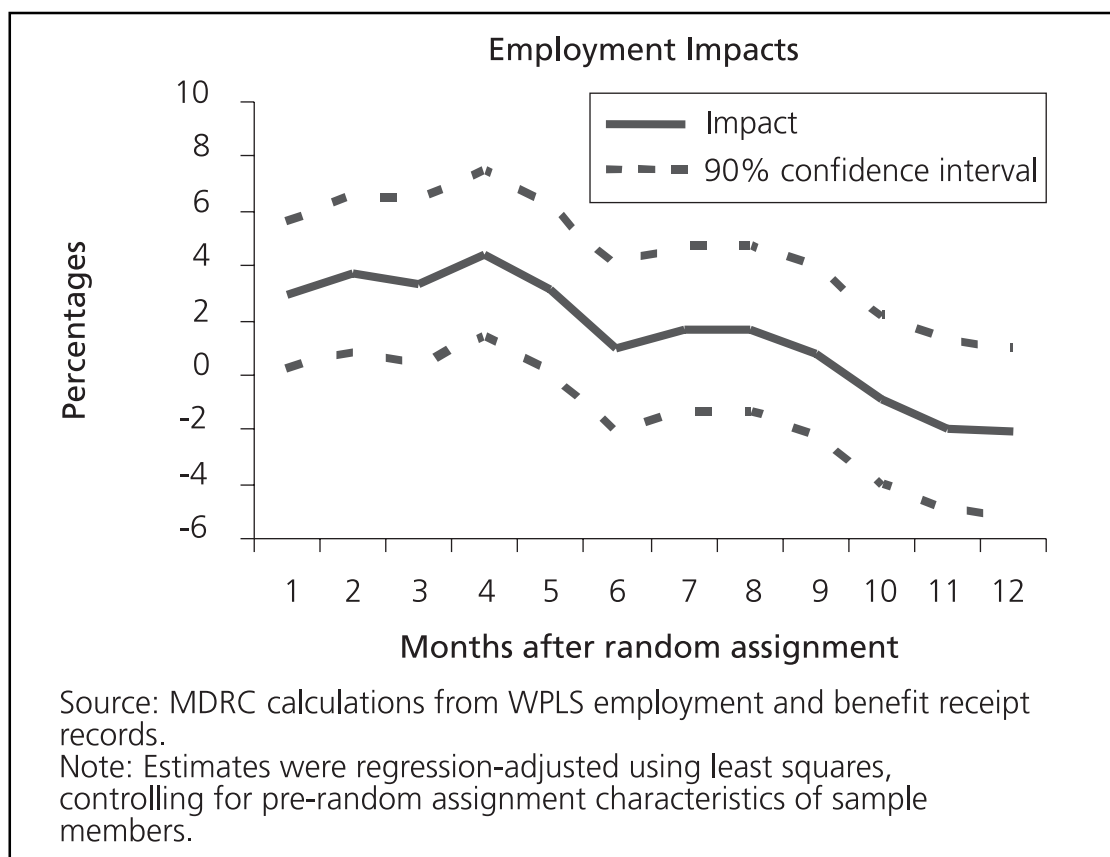
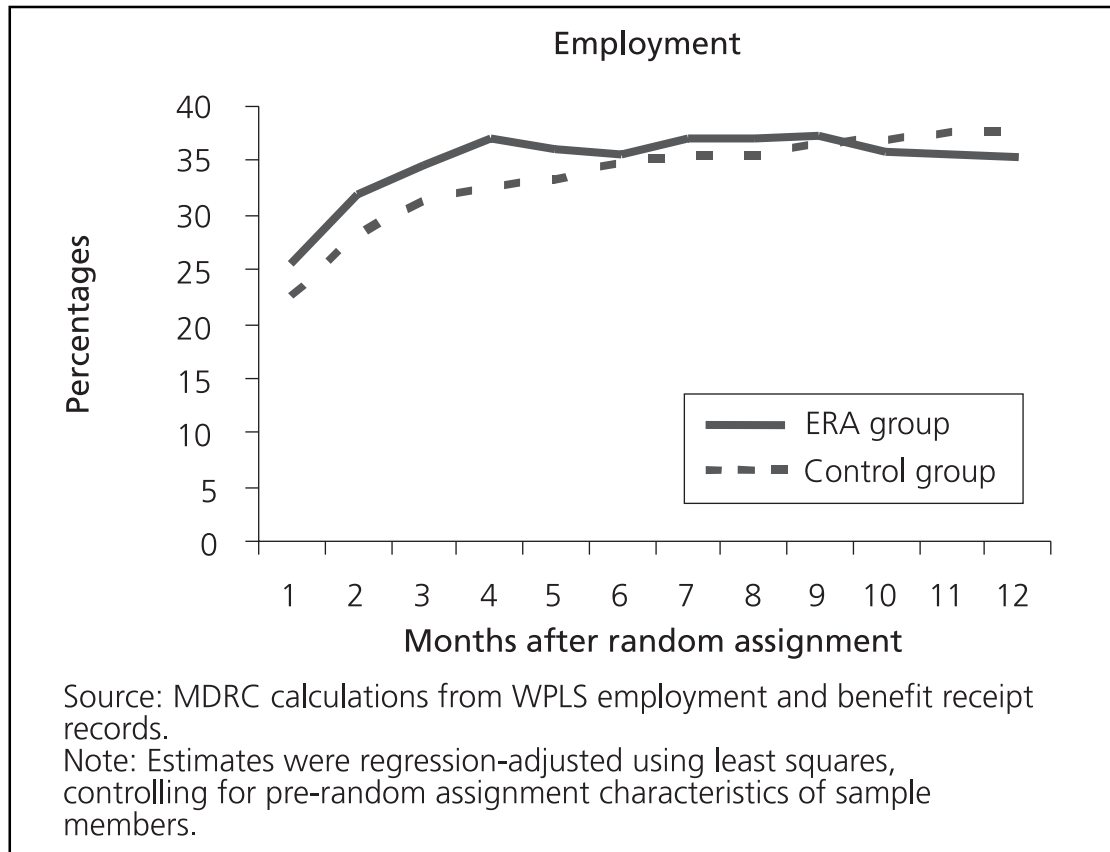


Figure DD.1 Continued

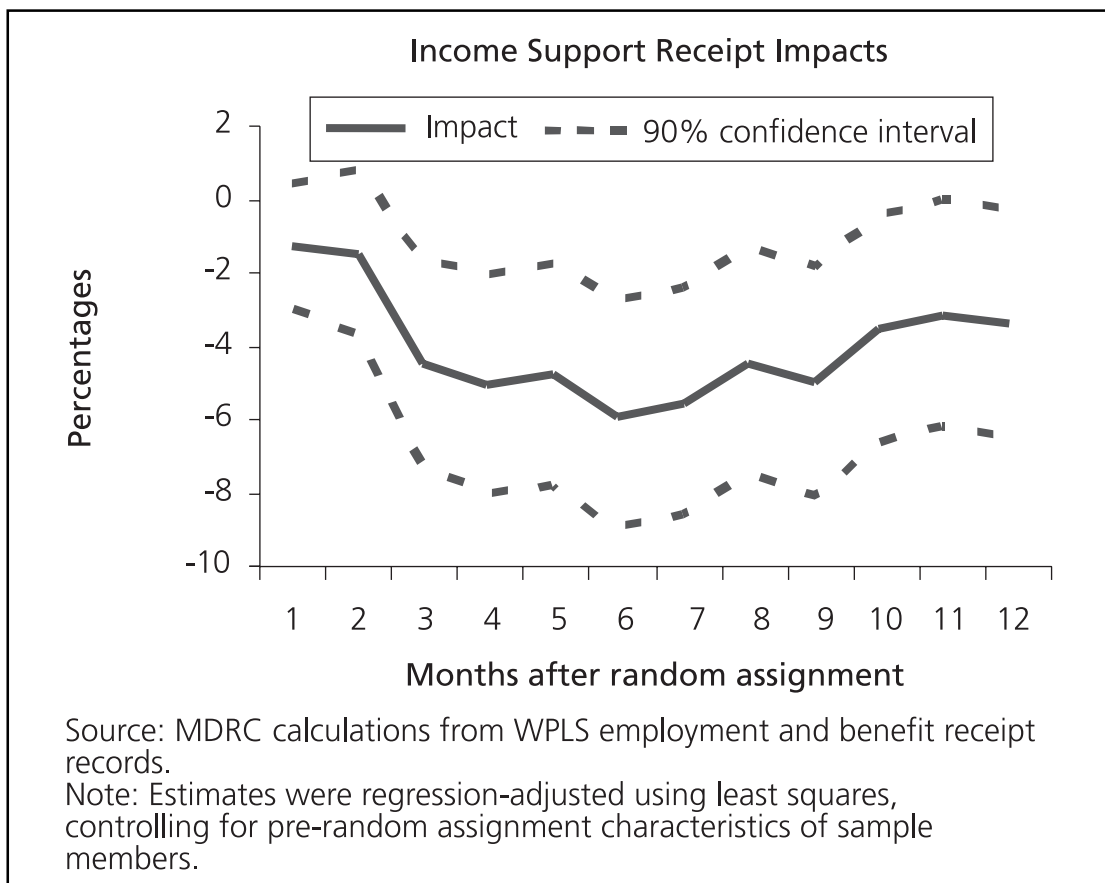
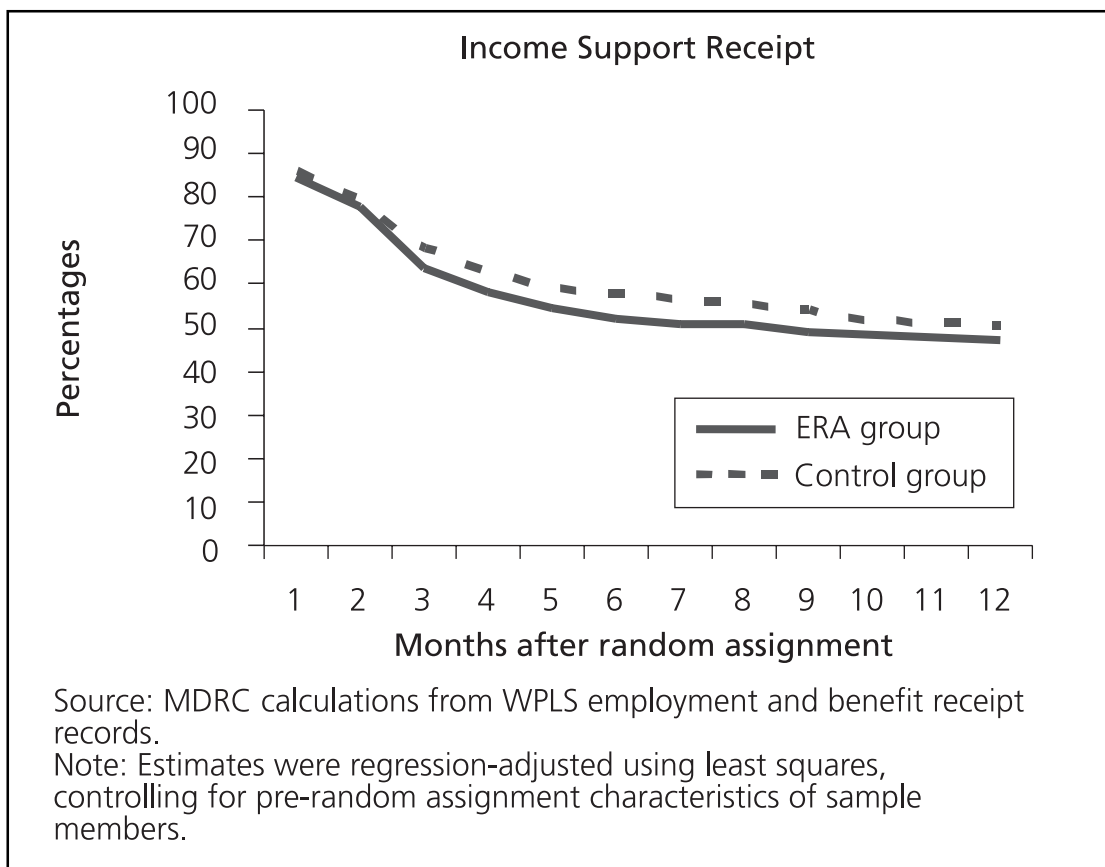


Figure DD.1 Continued

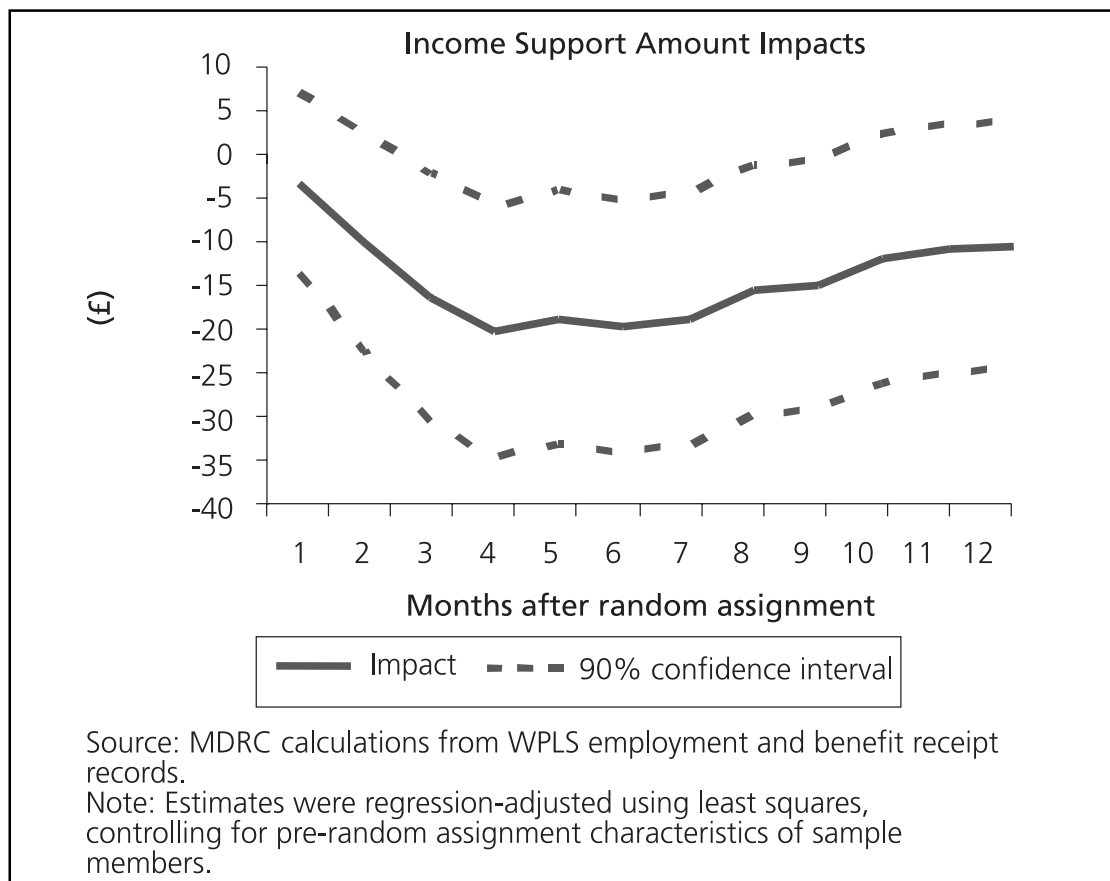
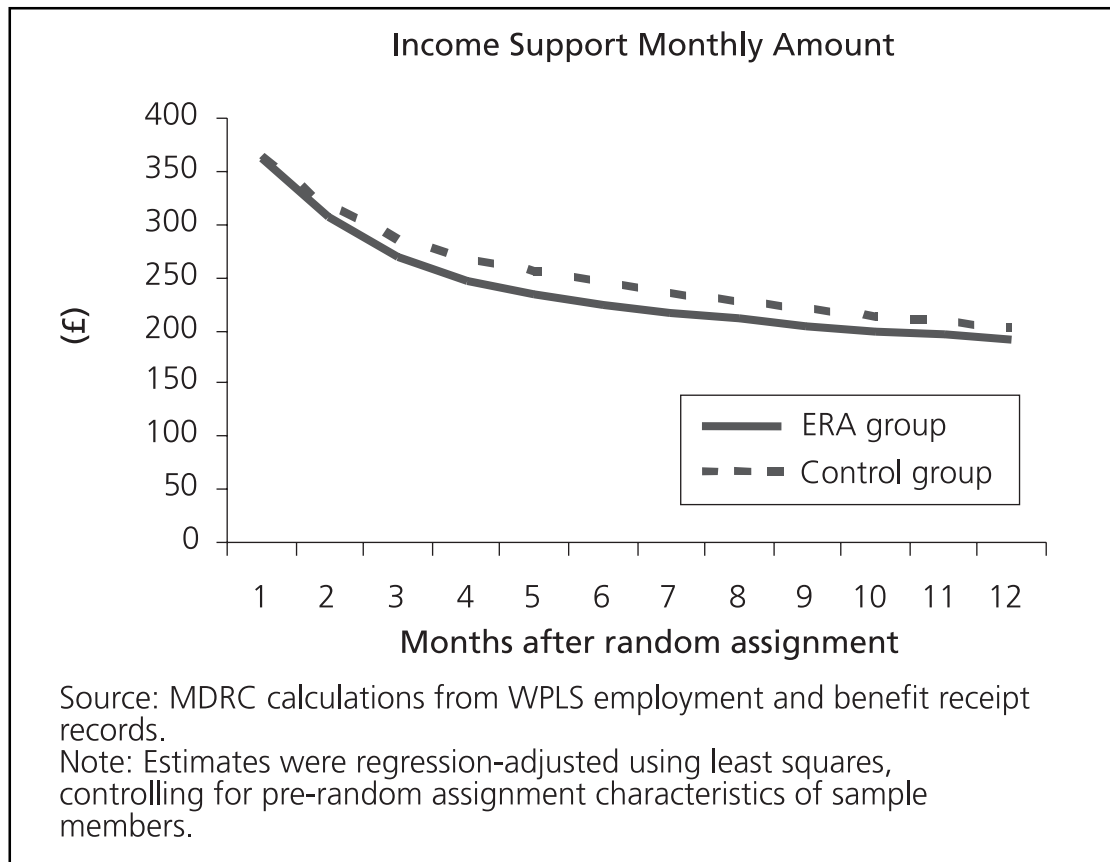


Figure DD.1 Continued

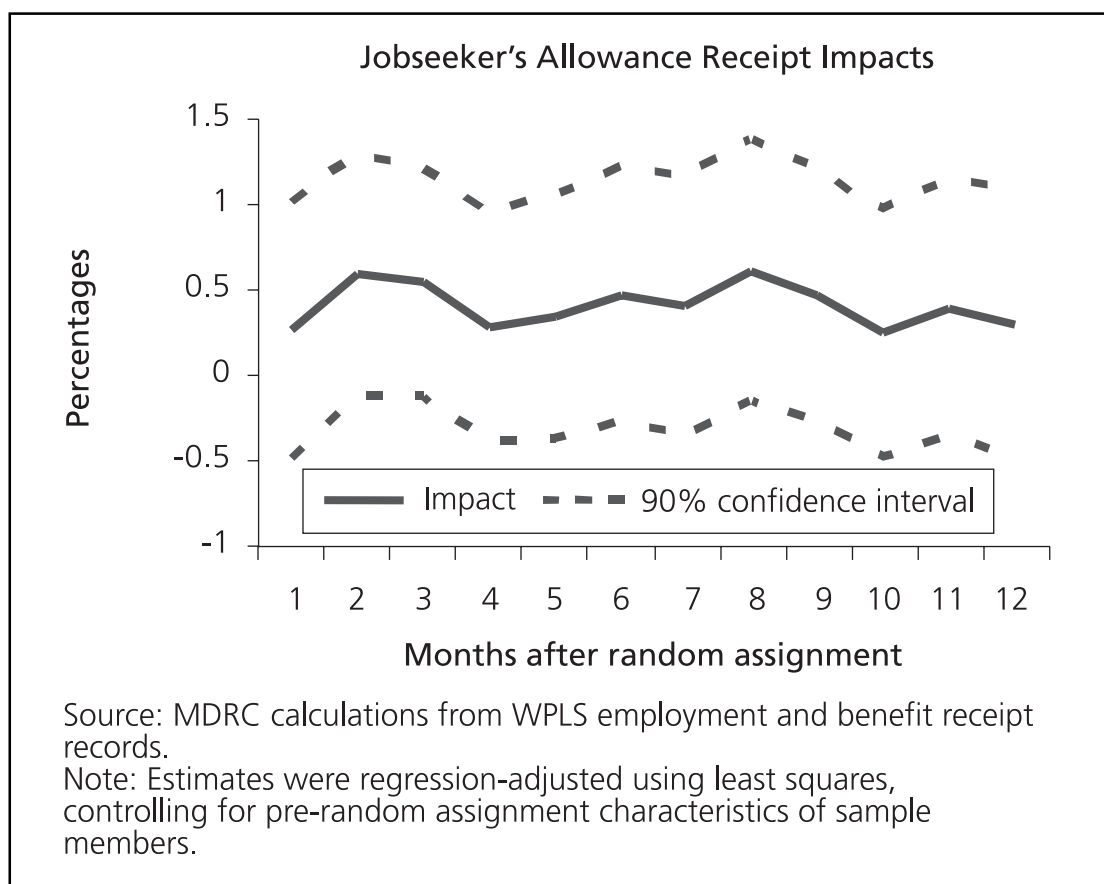
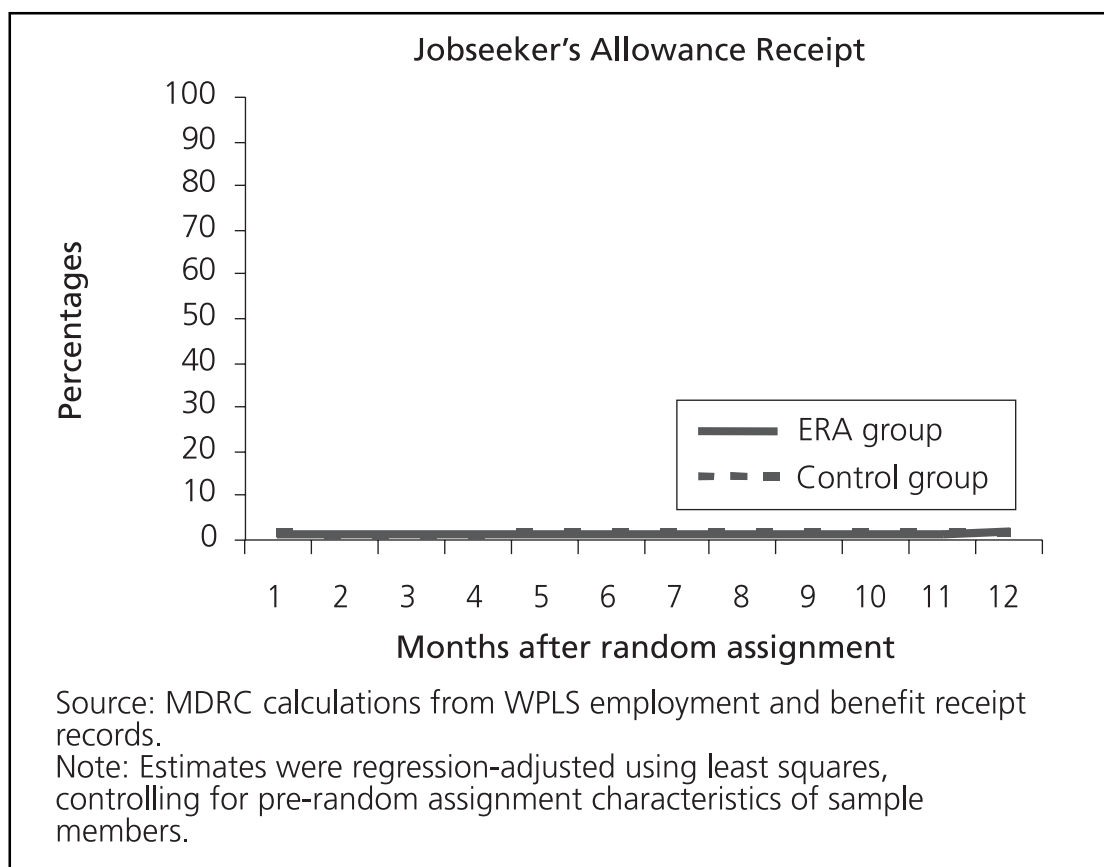


Figure DD.1 Continued

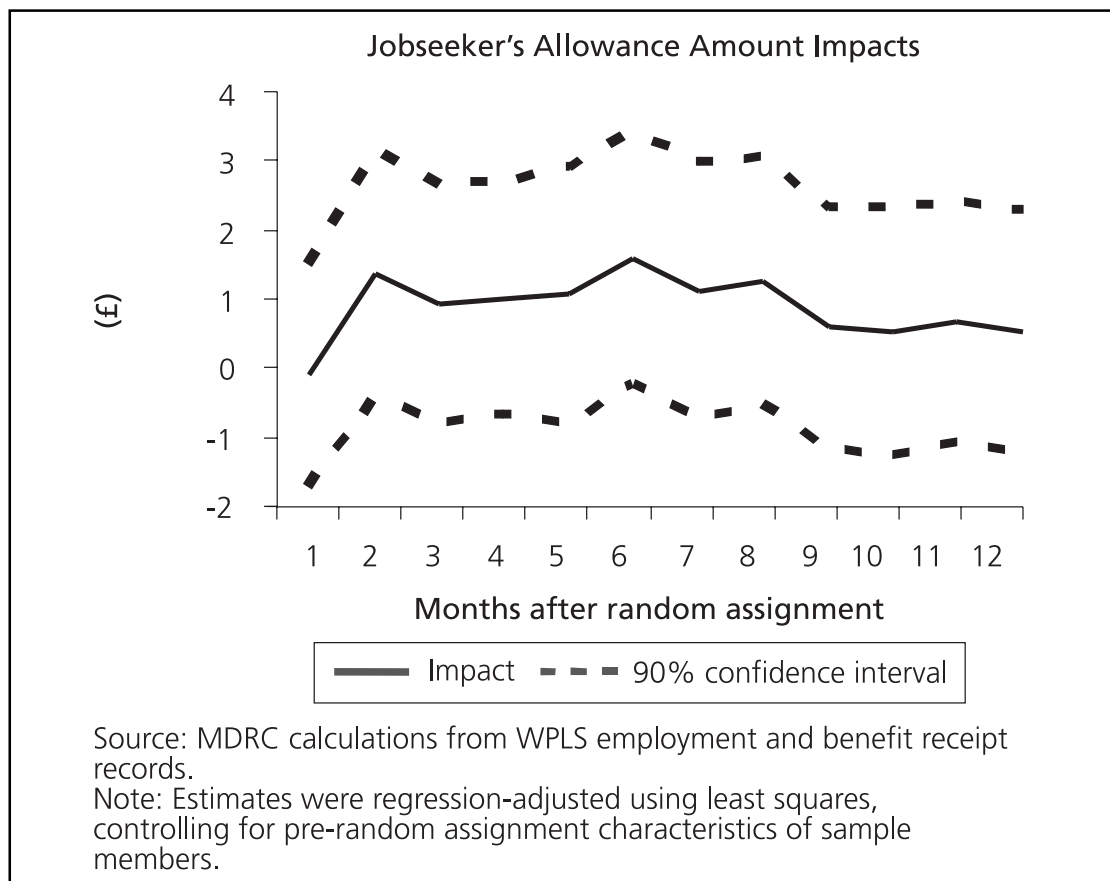
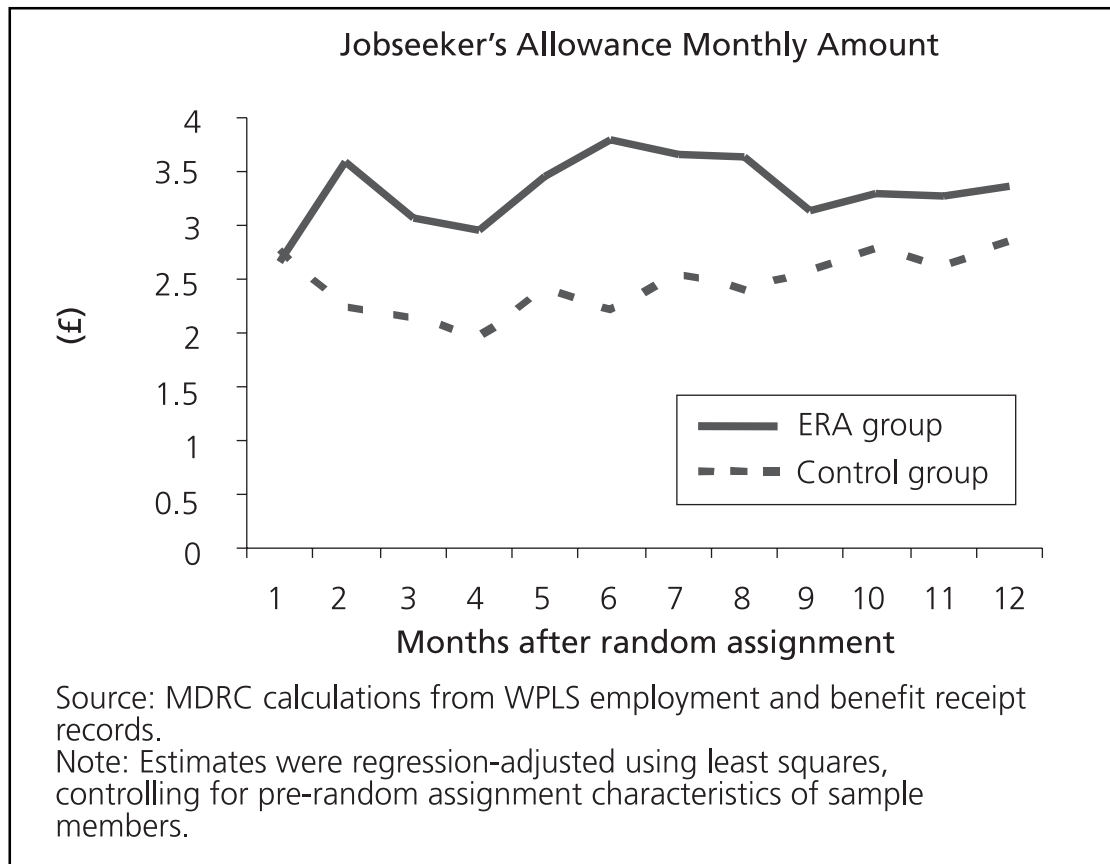


Figure DD.2 Employment and benefit receipt for New Deal for Lone Parents customers, East Midlands

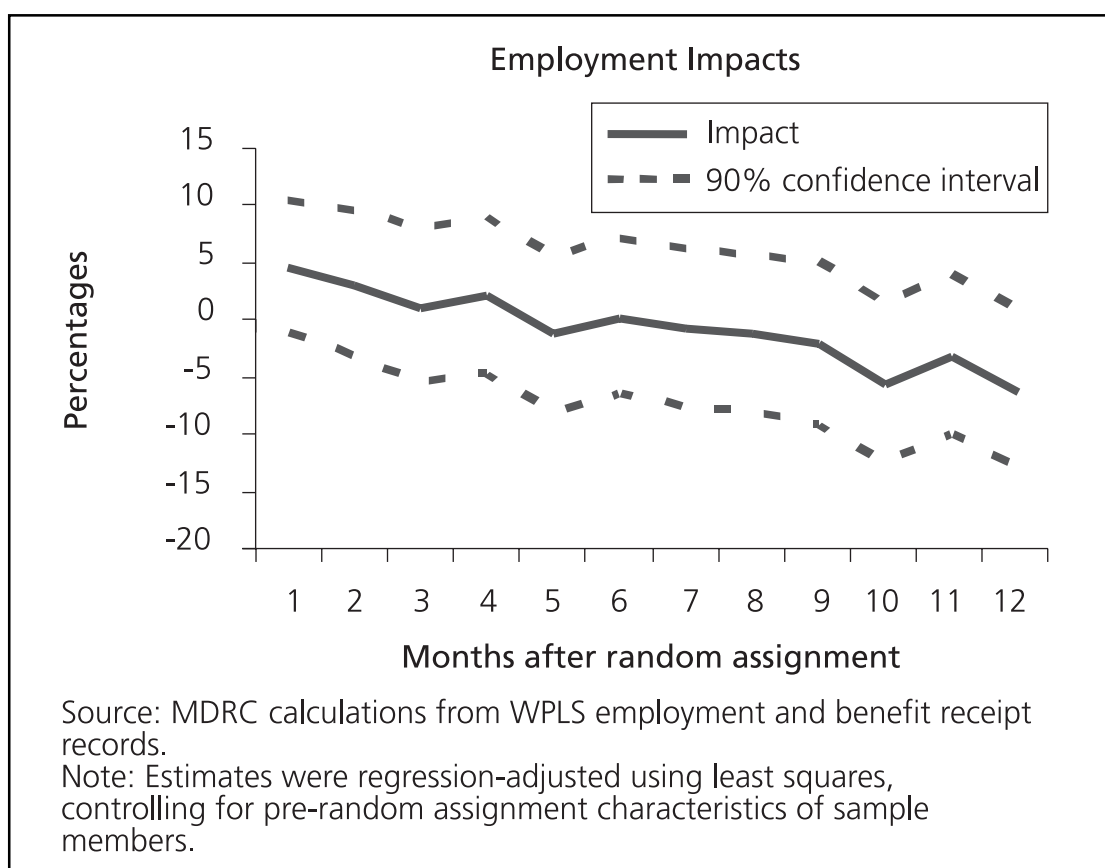
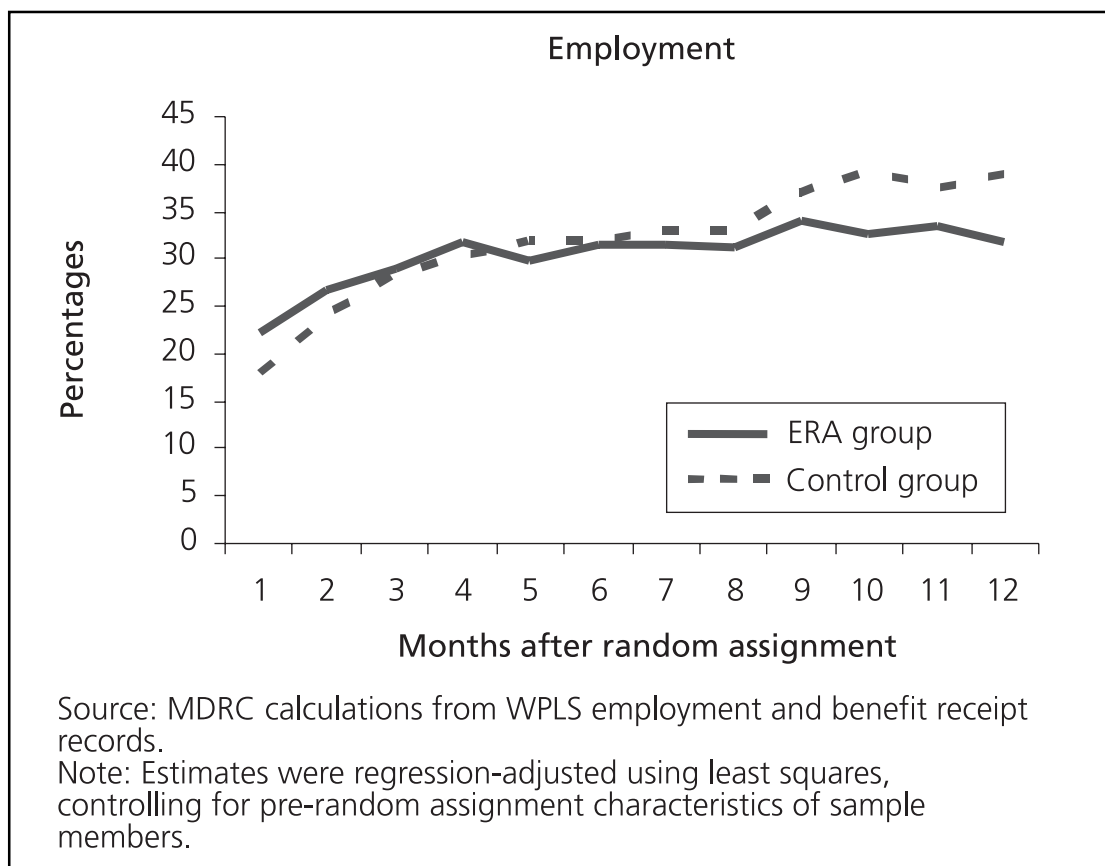


Figure DD.2 Continued

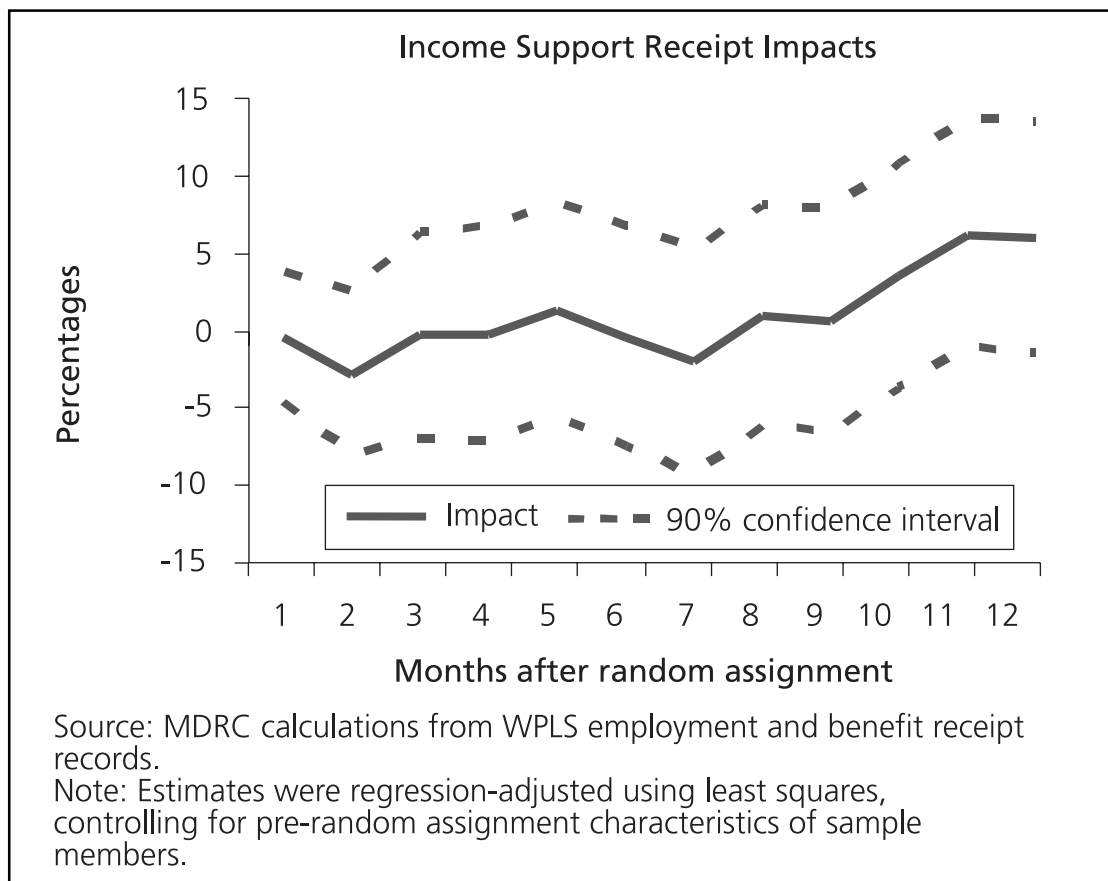
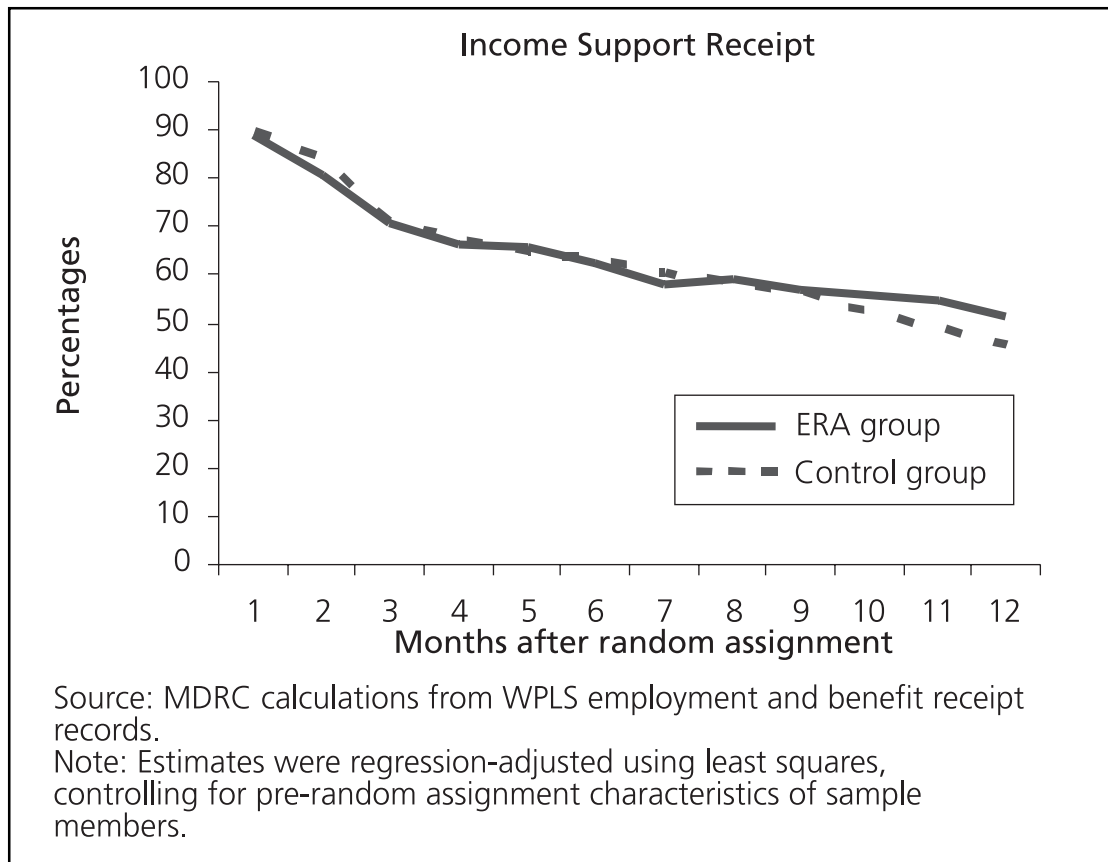


Figure DD.2 Continued

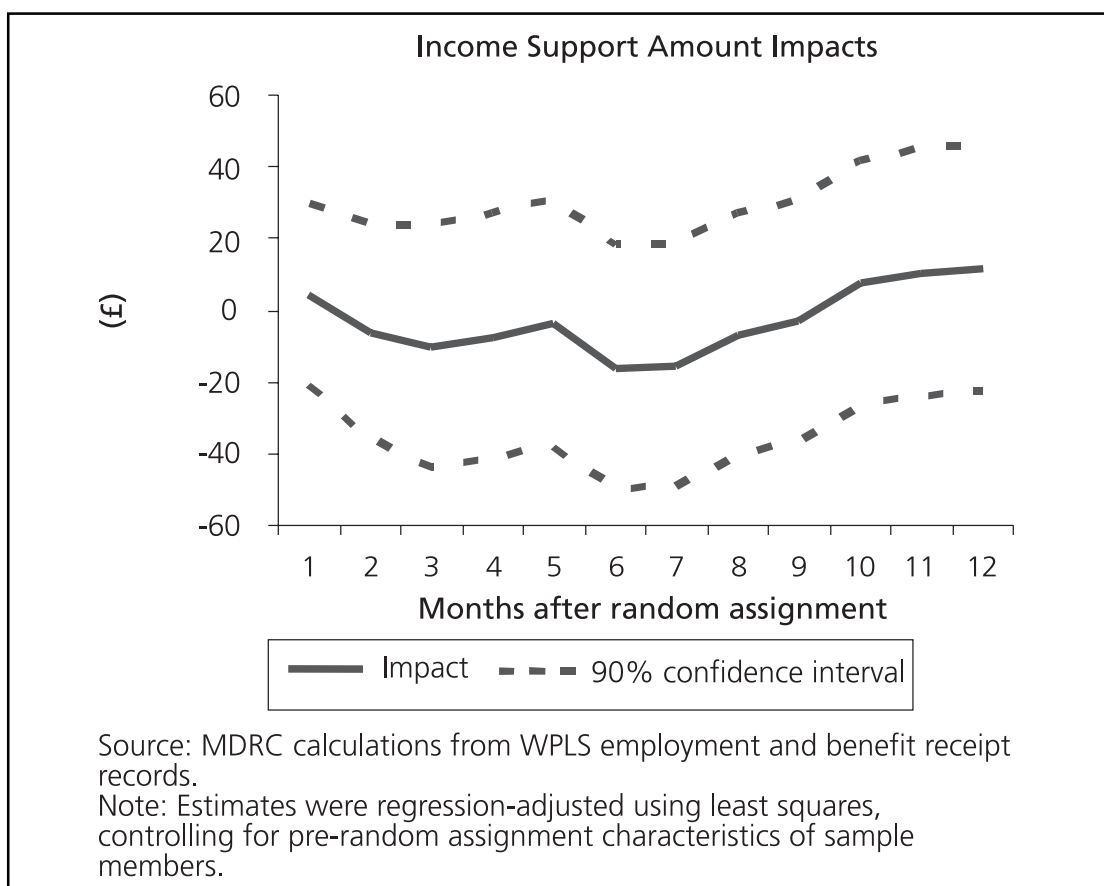
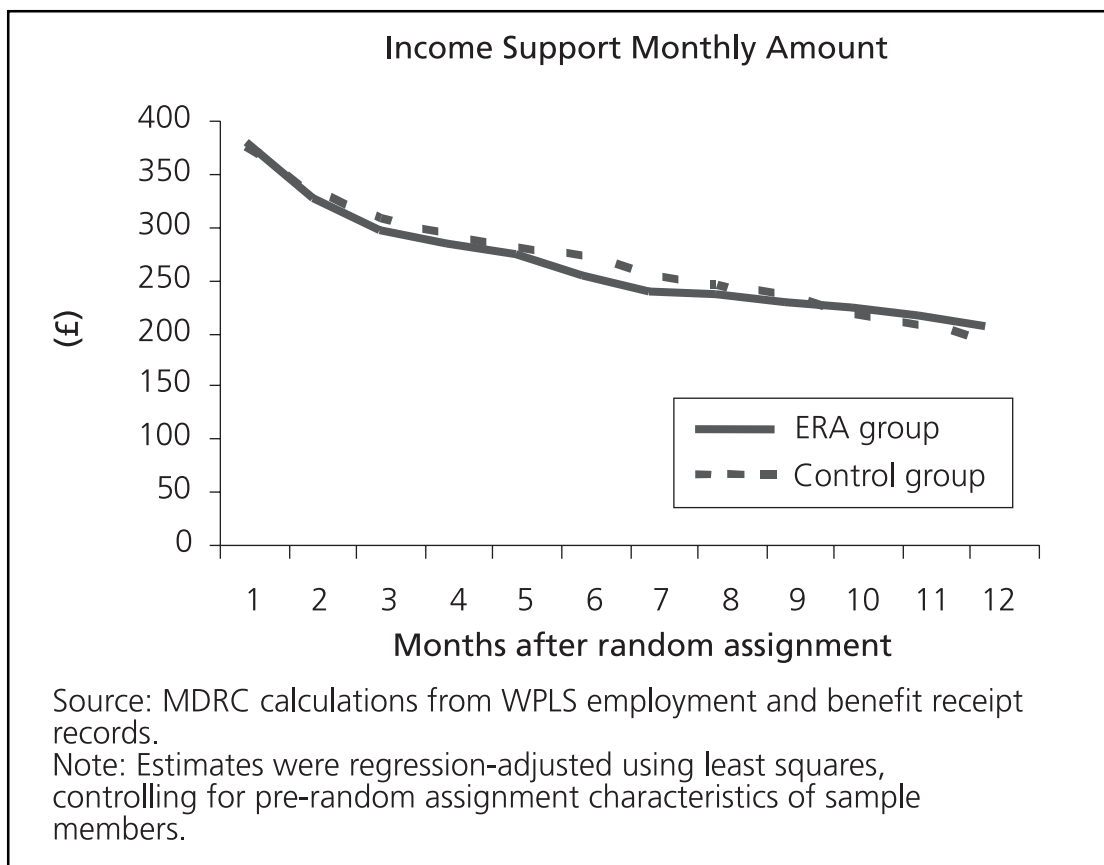


Figure DD.2 Continued

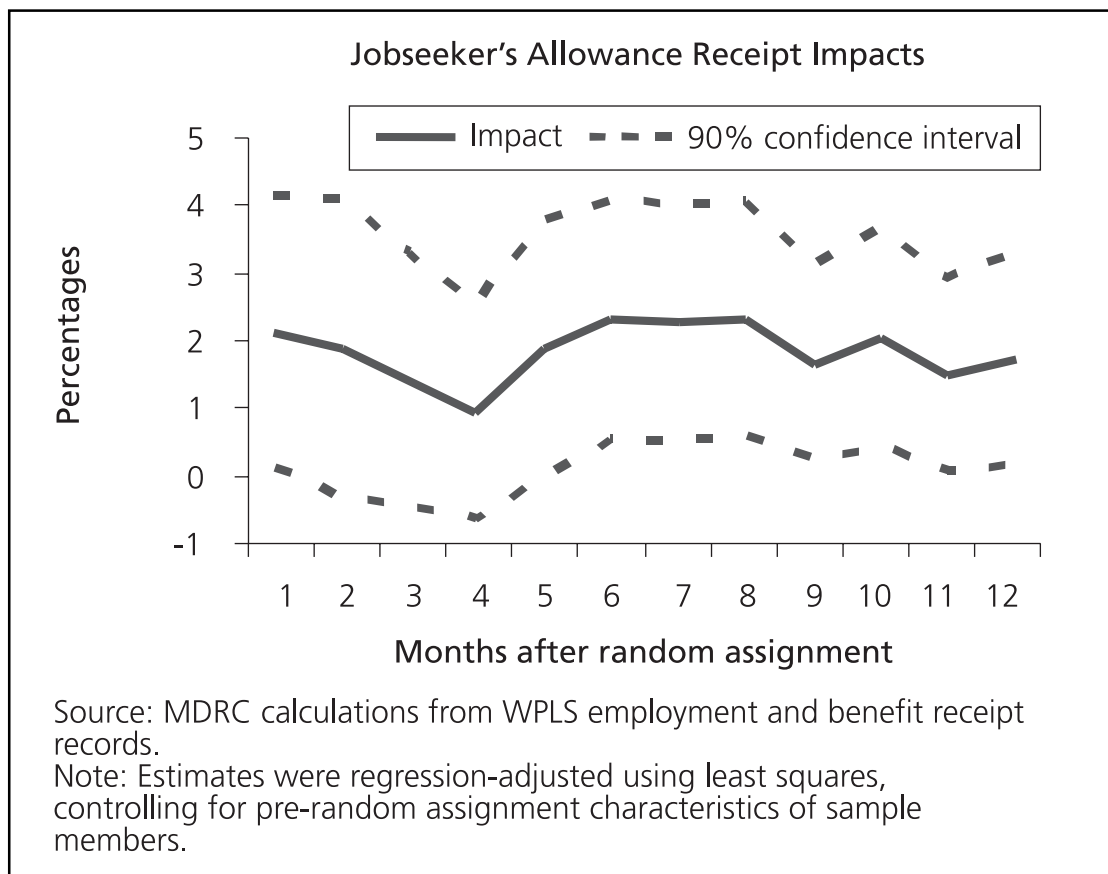
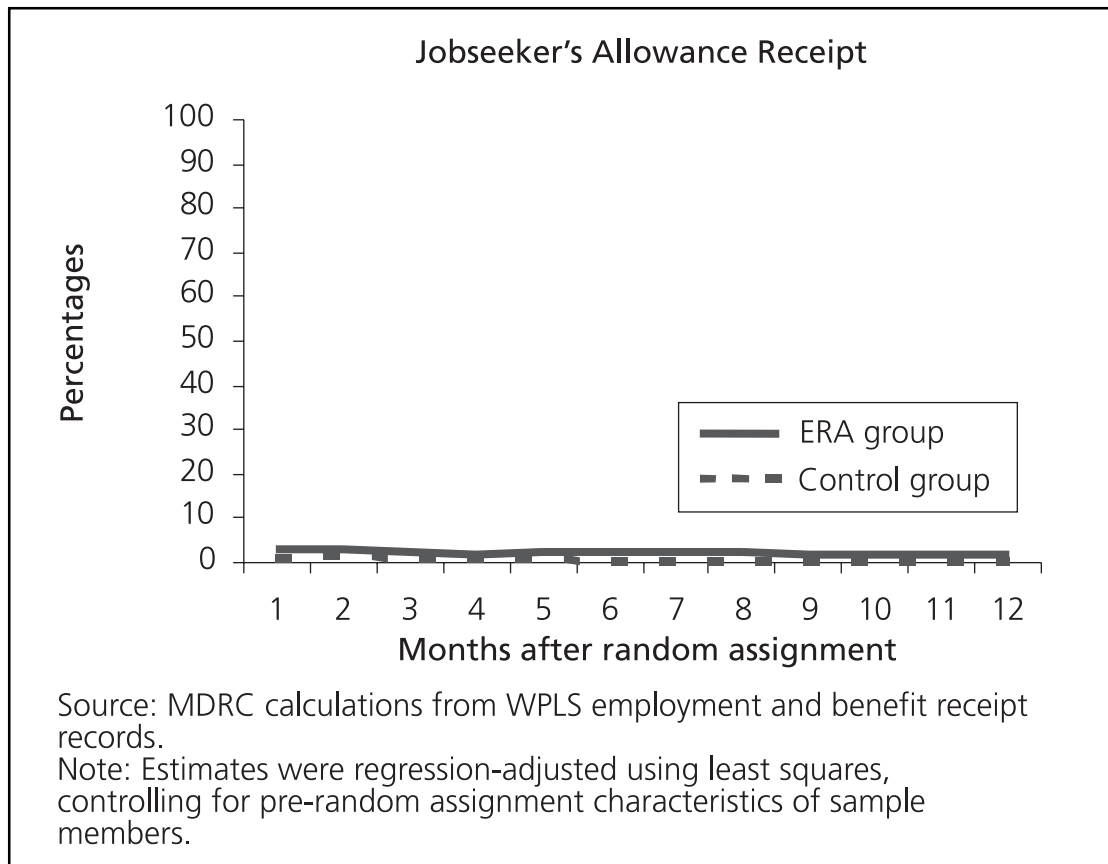


Figure DD.2 Continued

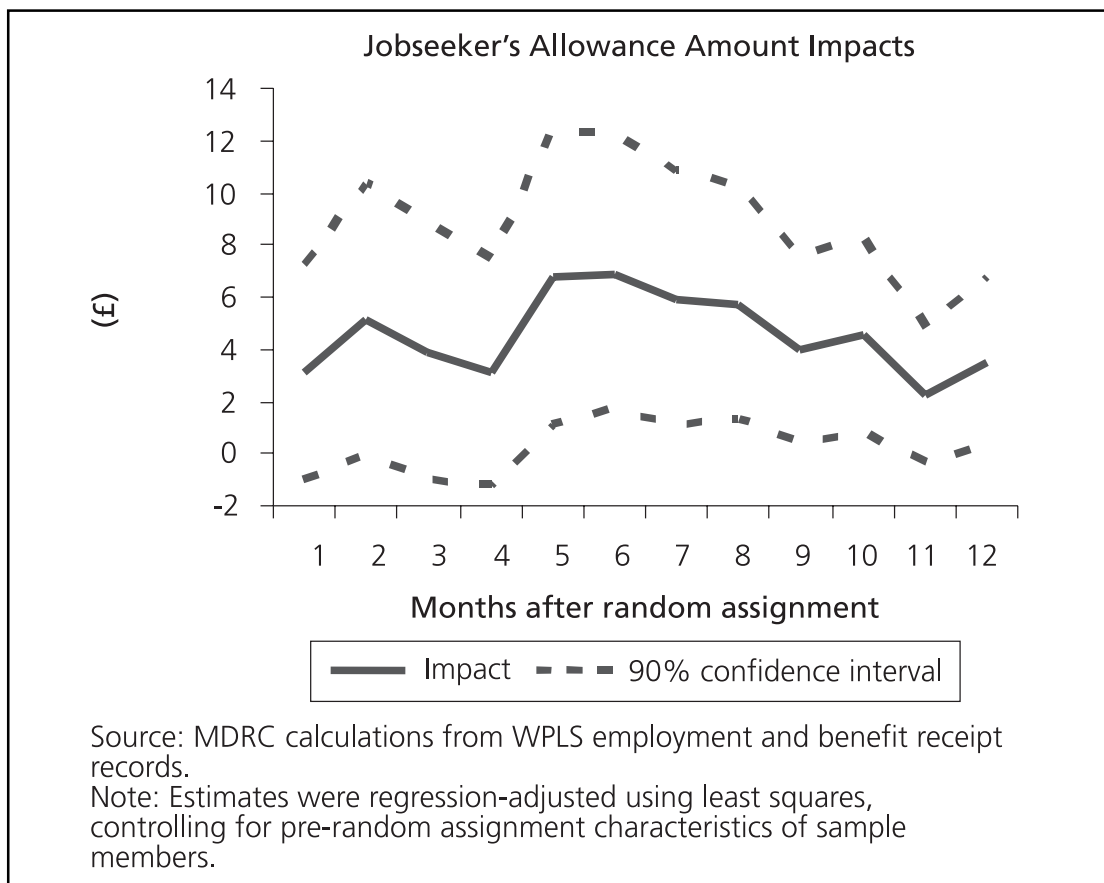
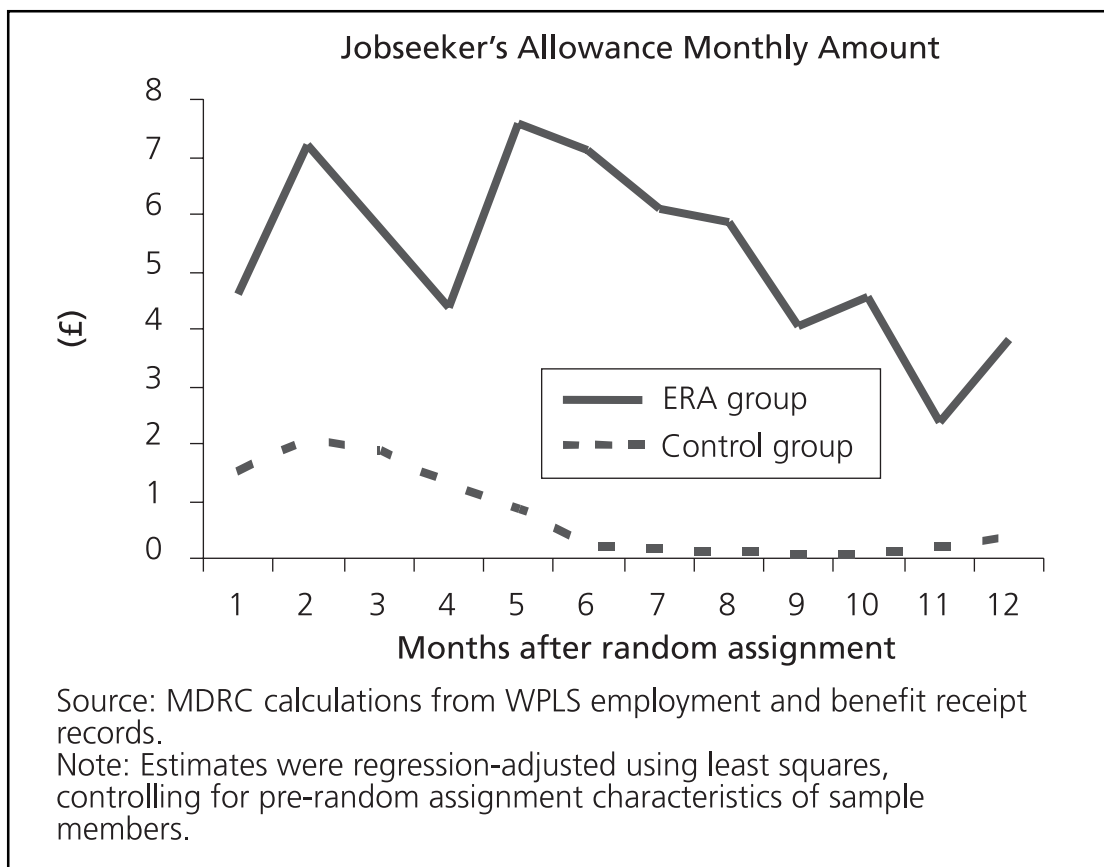


Figure DD.3 Employment and benefit receipt for New Deal for Lone Parents customers, London

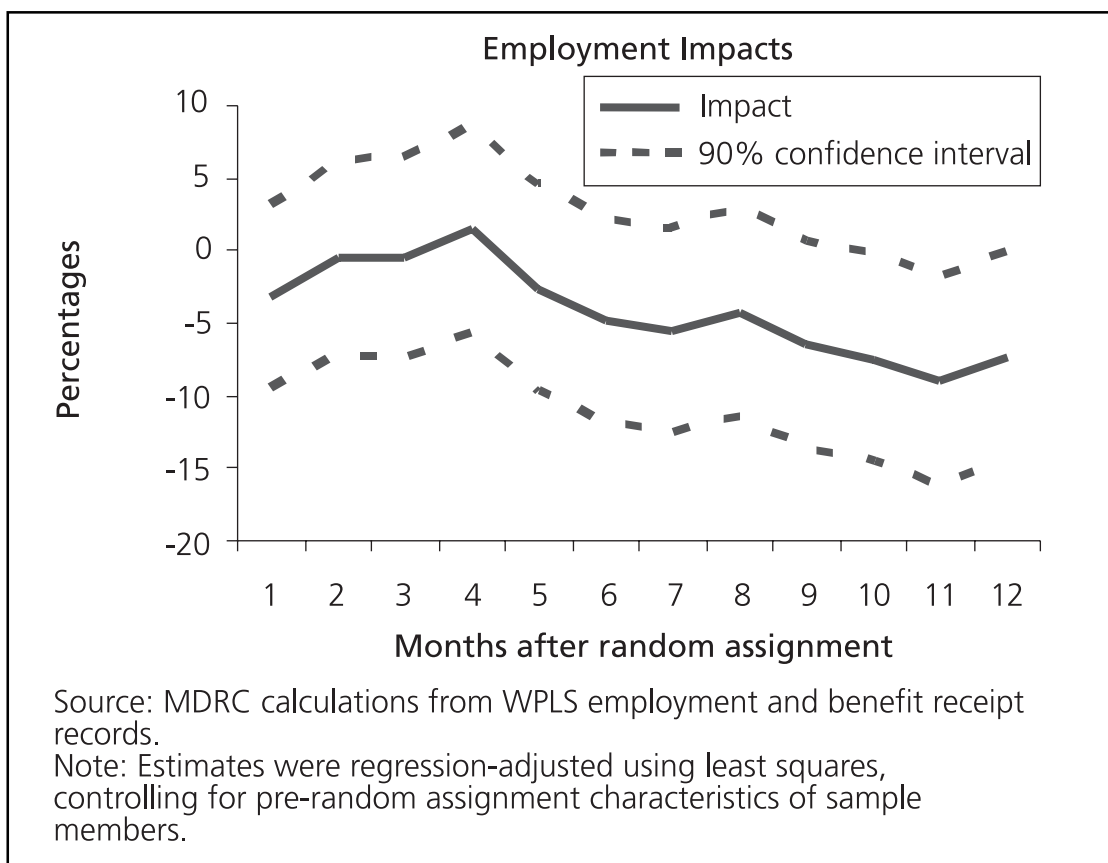
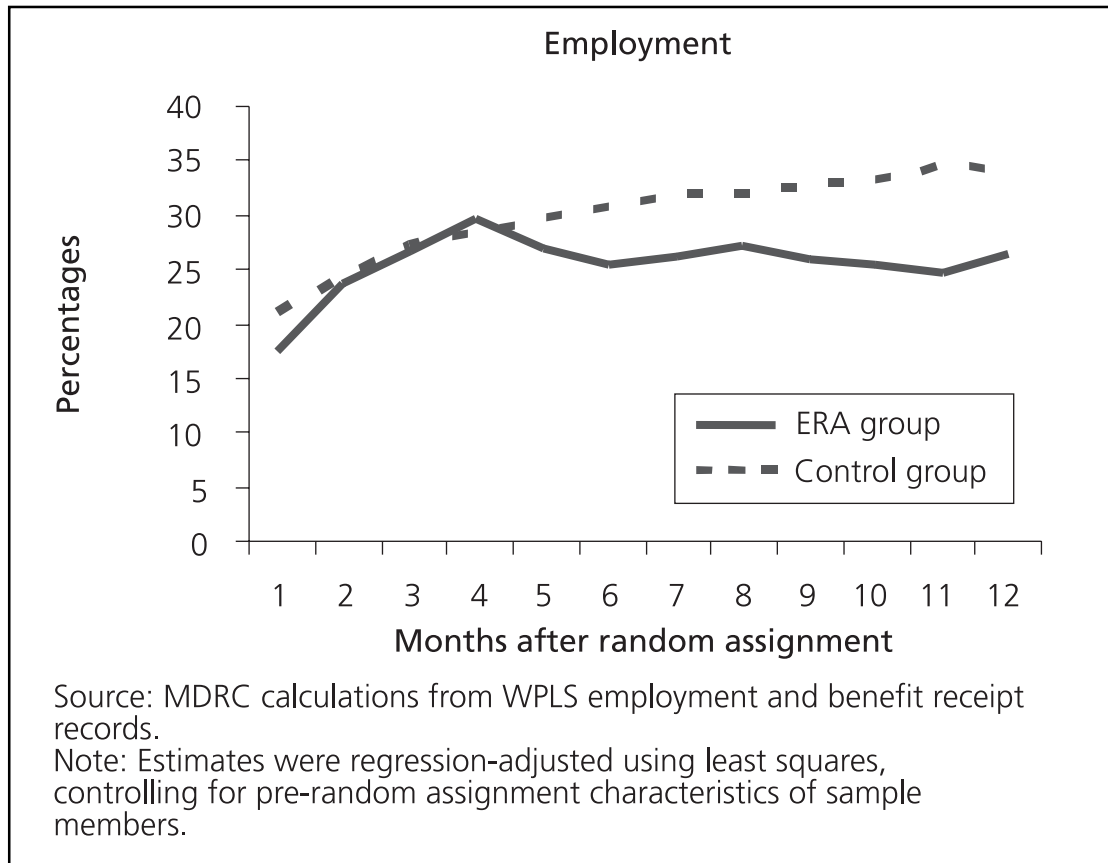


Figure DD.3 Continued

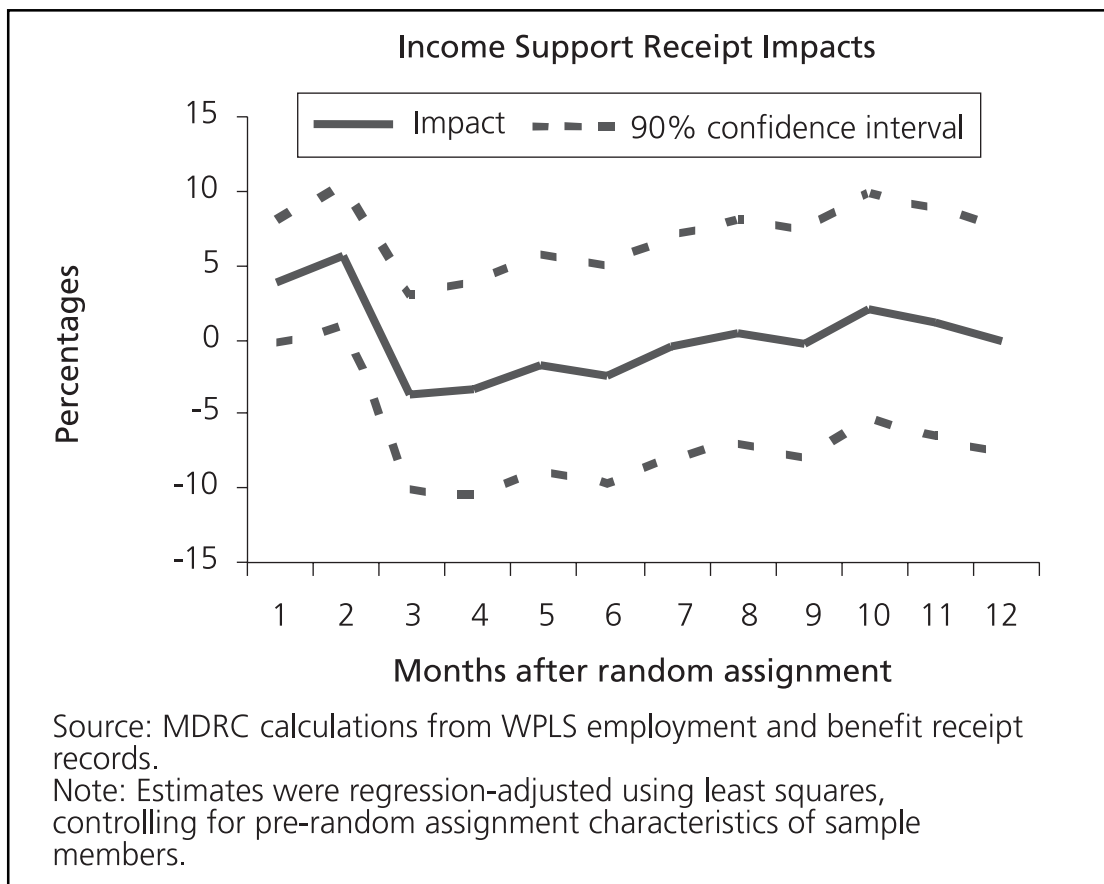
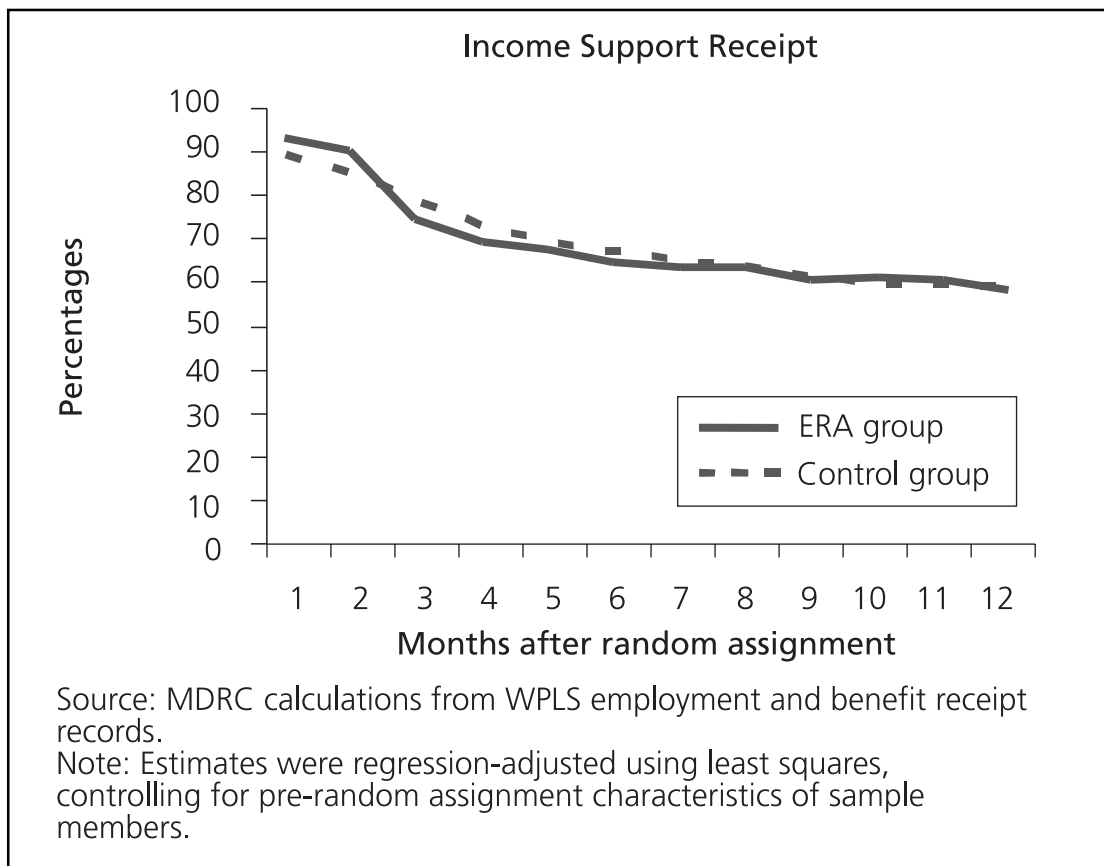


Figure DD.3 Continued

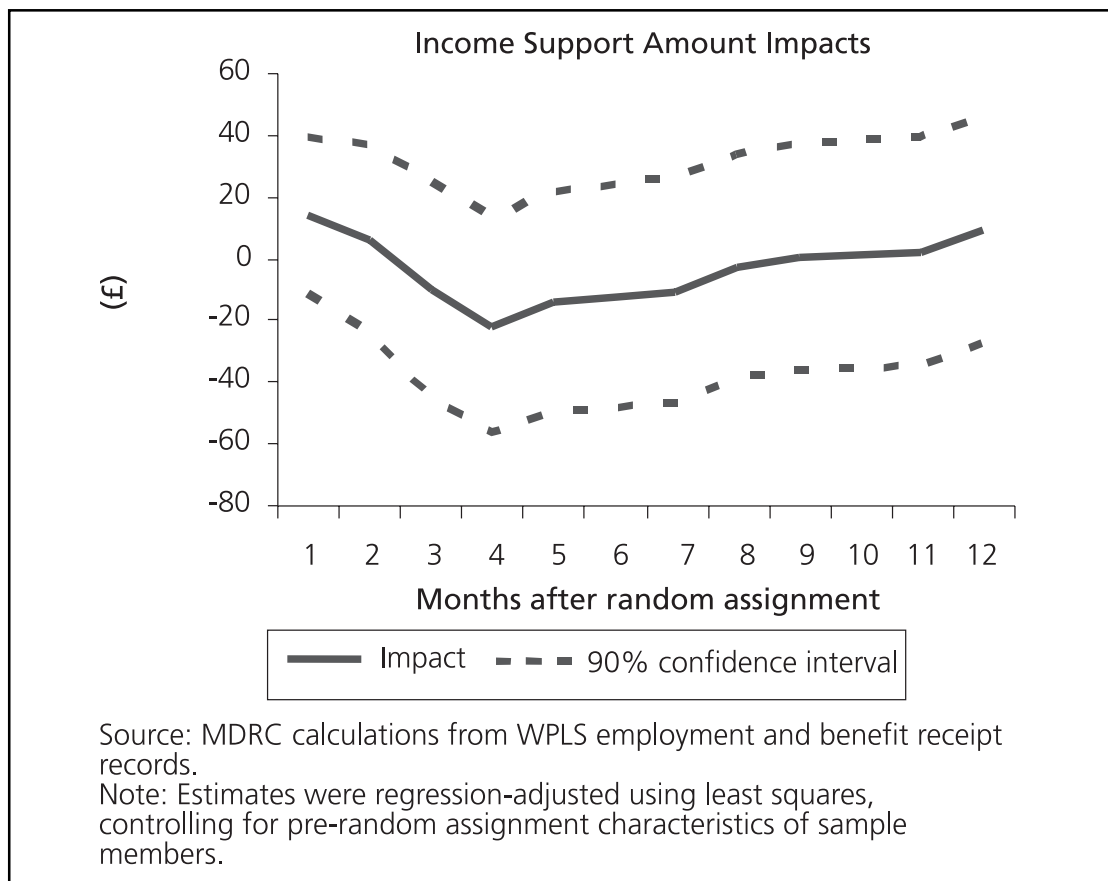
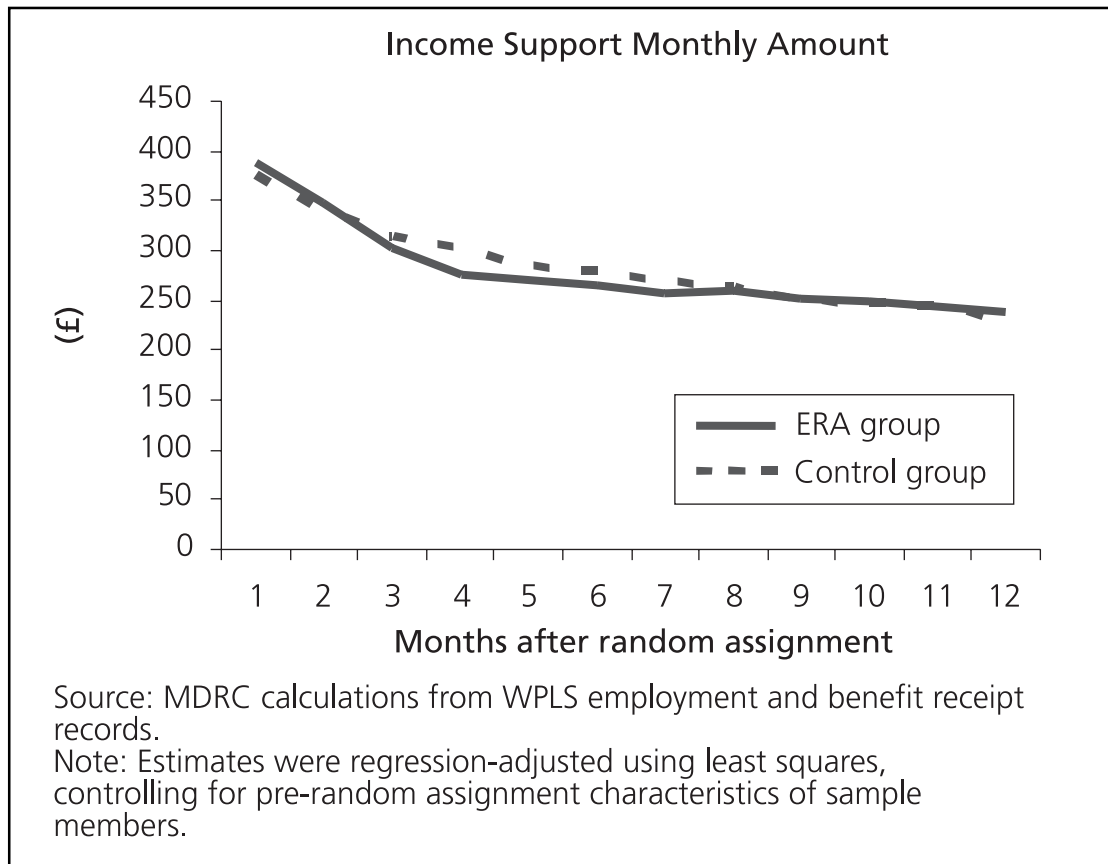


Figure DD.3 Continued

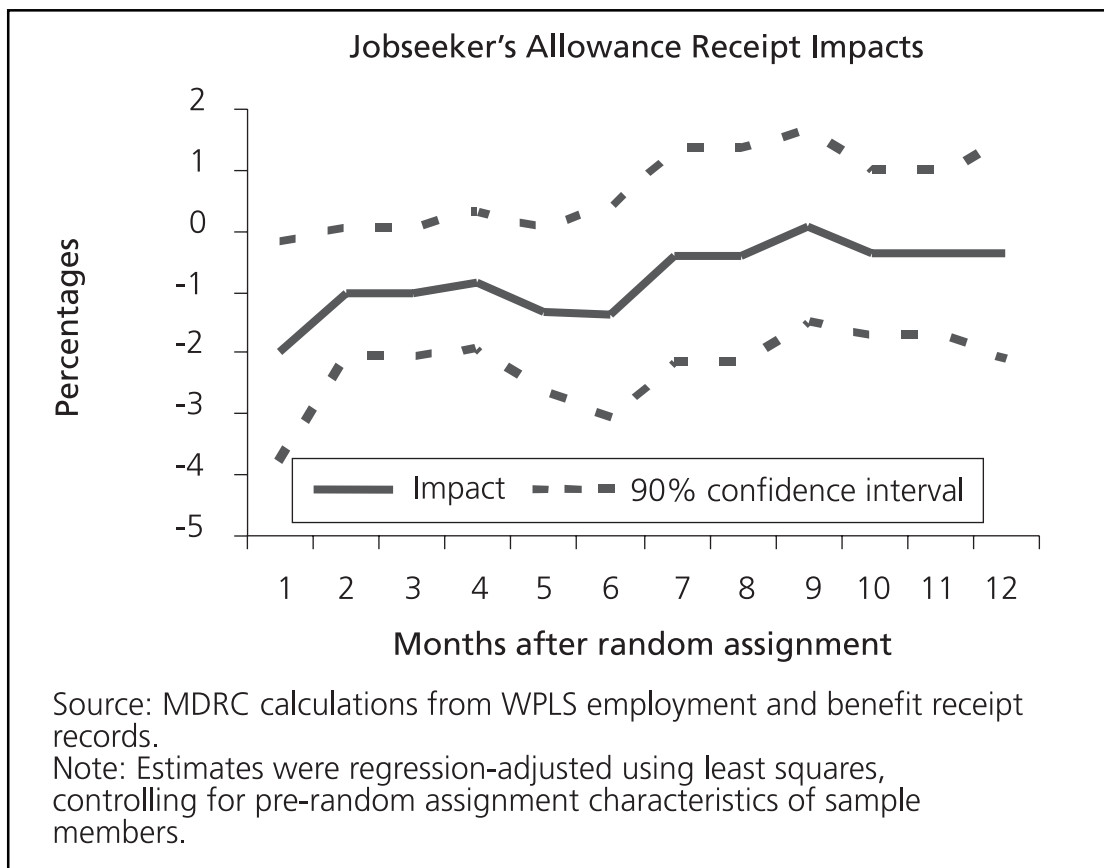
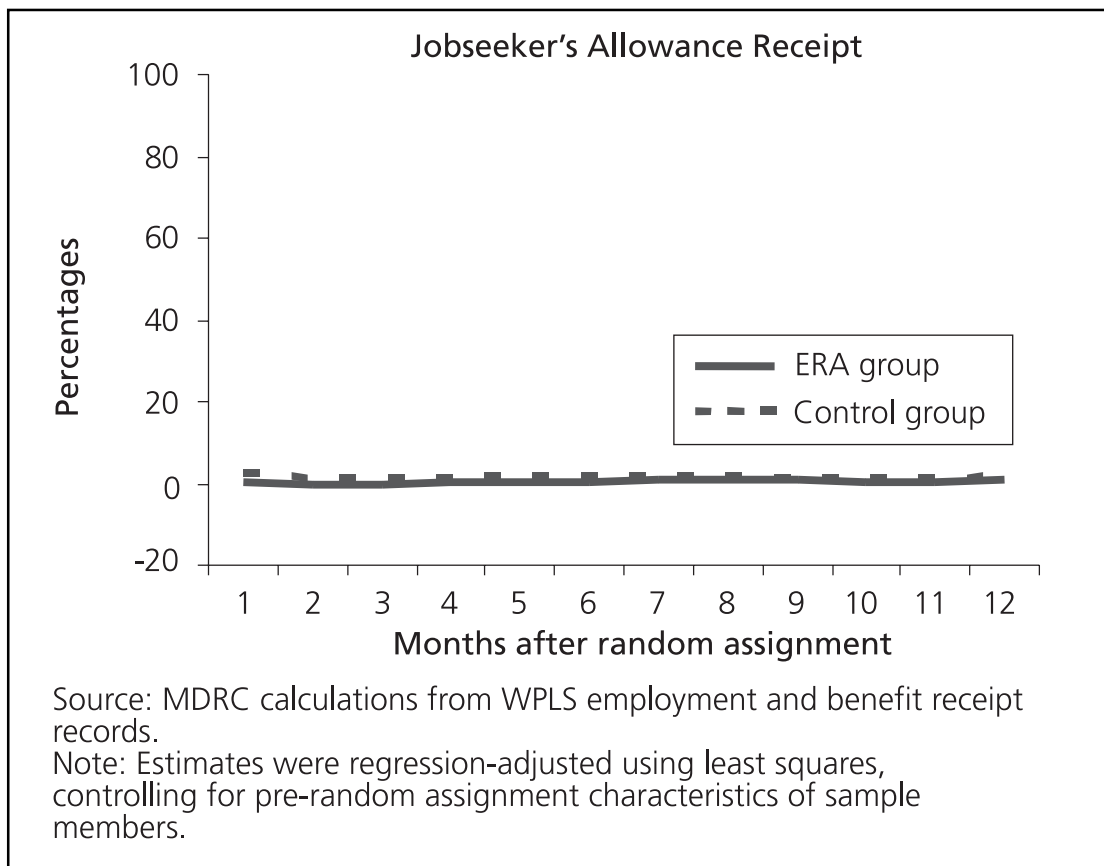


Figure DD.3 Continued

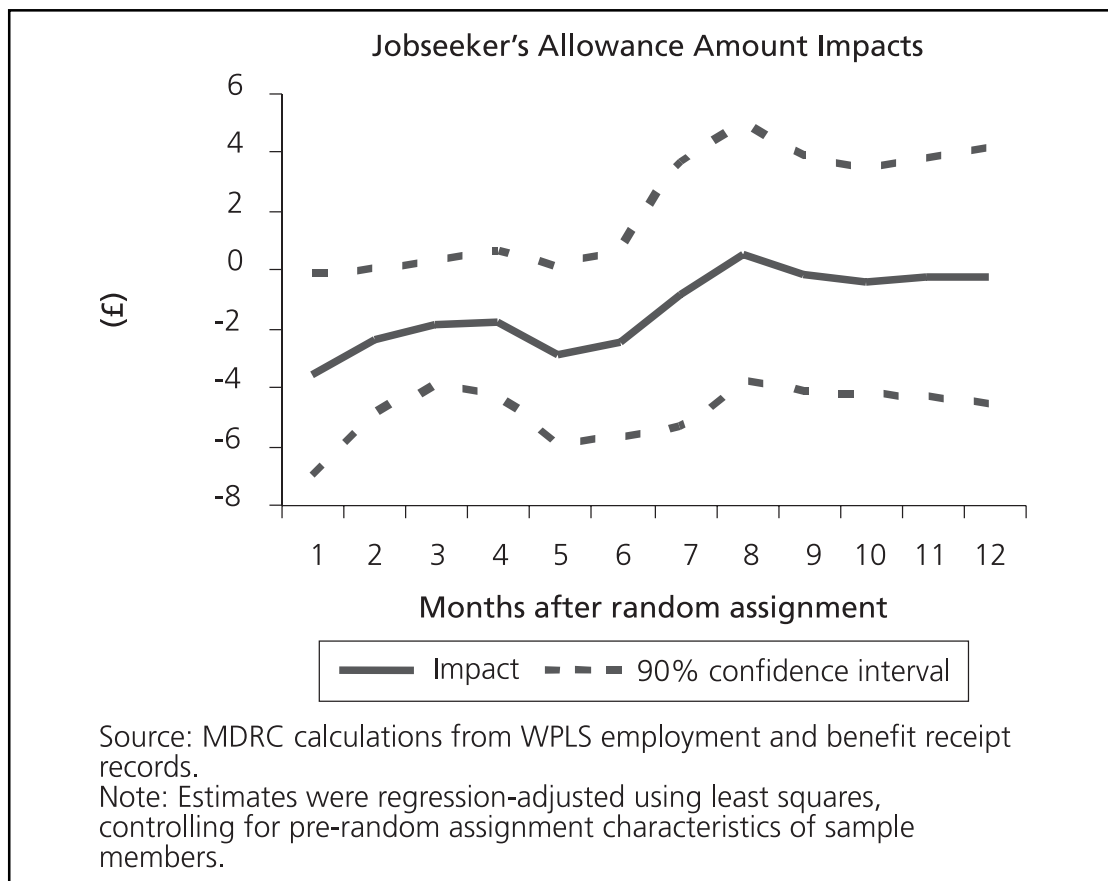
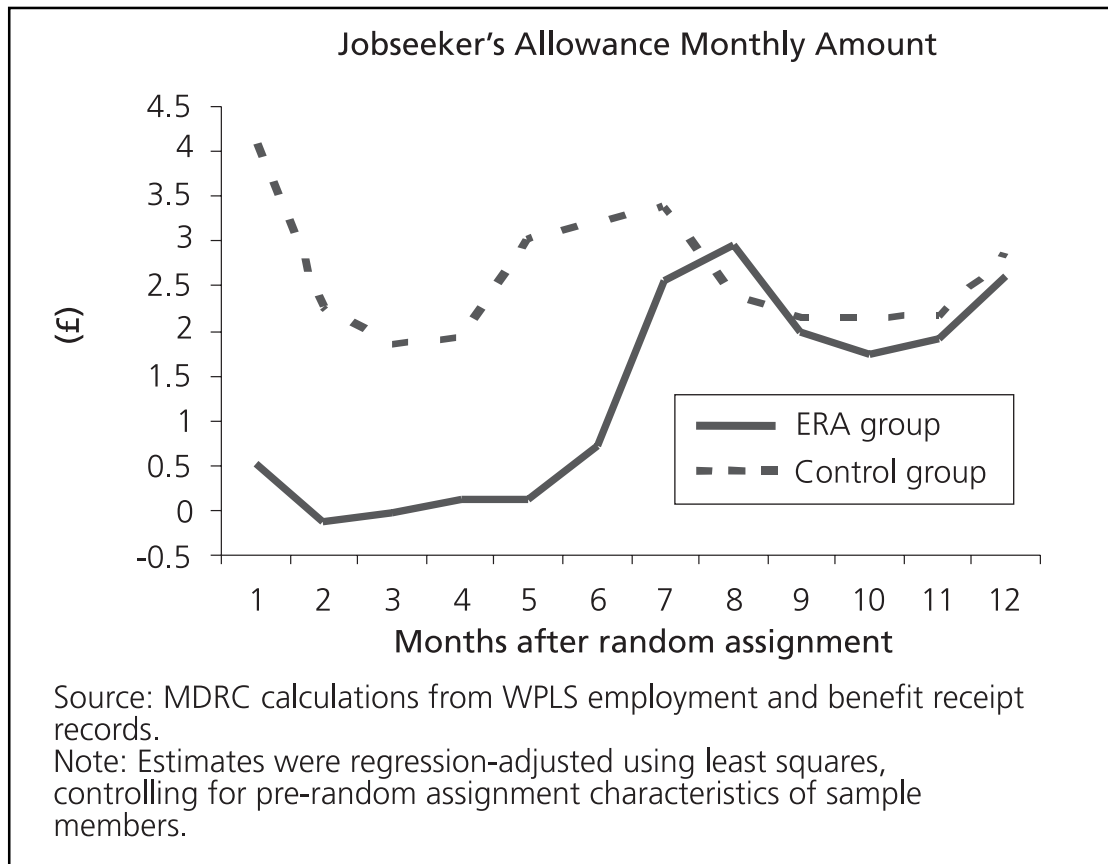


Figure DD.4 Employment and benefit receipt for New Deal for Lone Parents customers, North East England

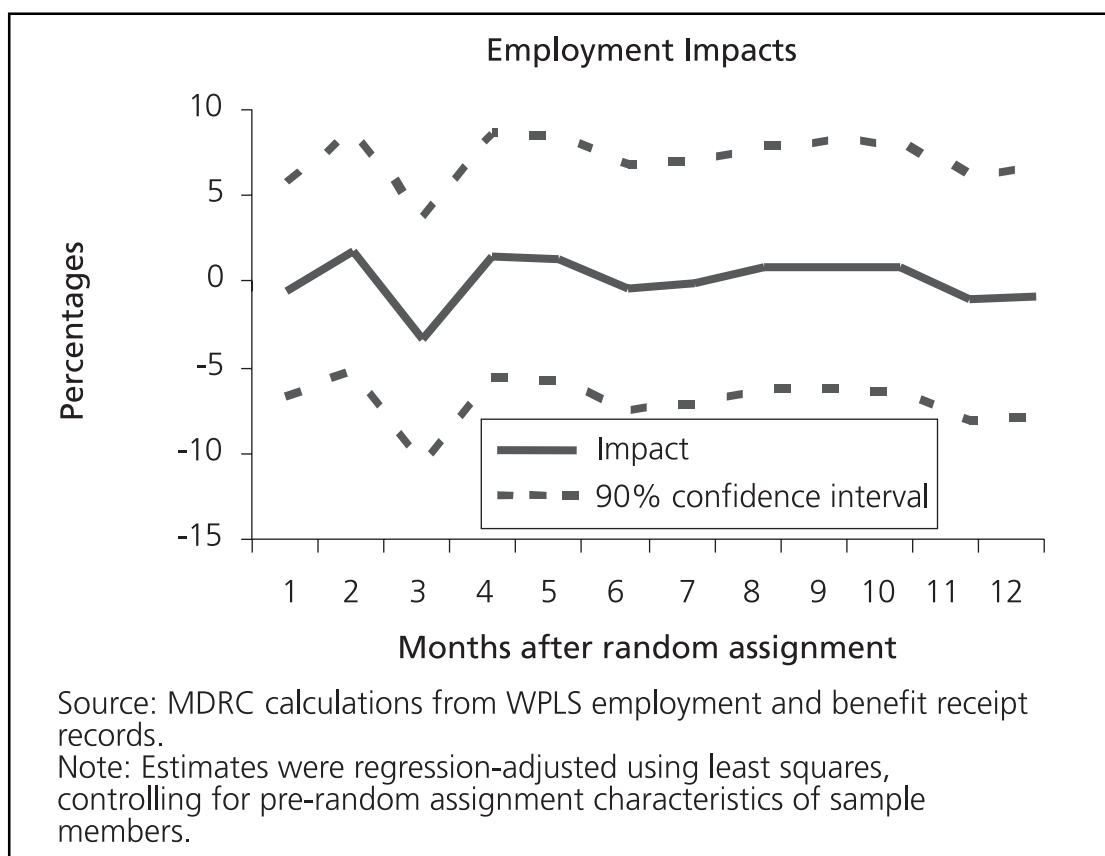
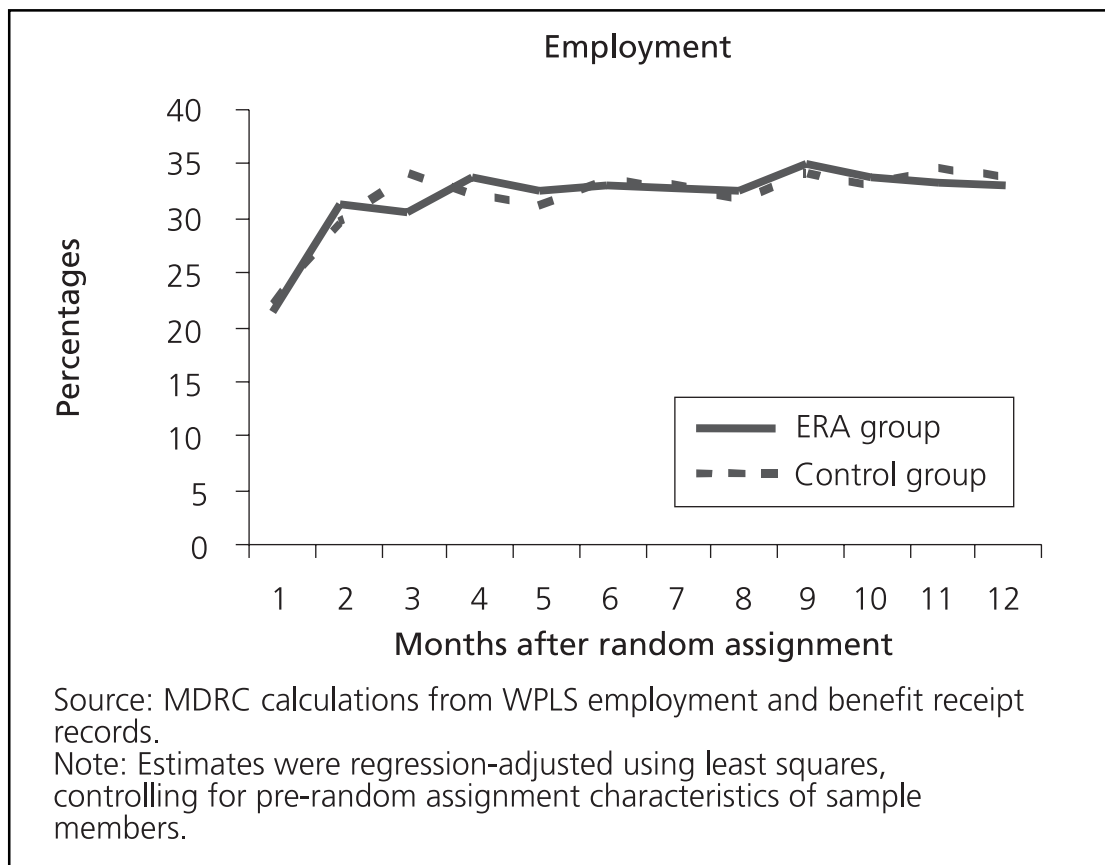


Figure DD.4 Continued

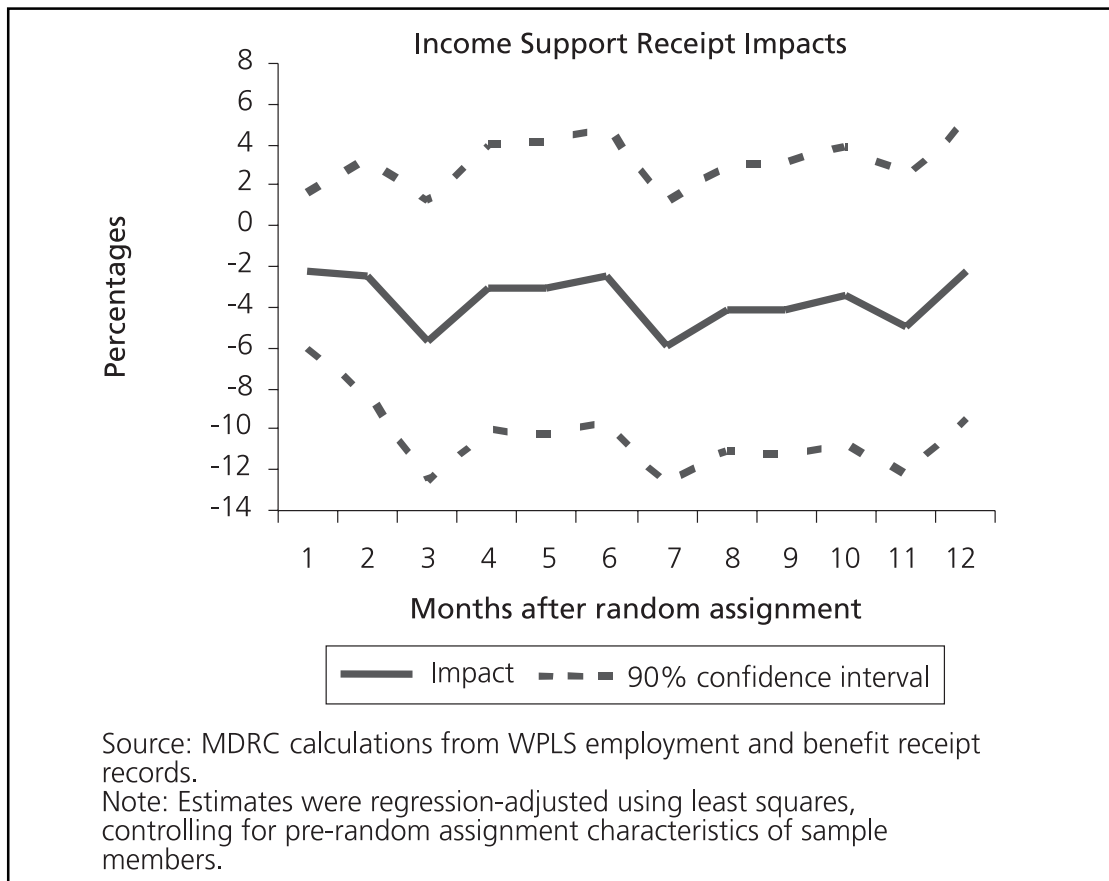
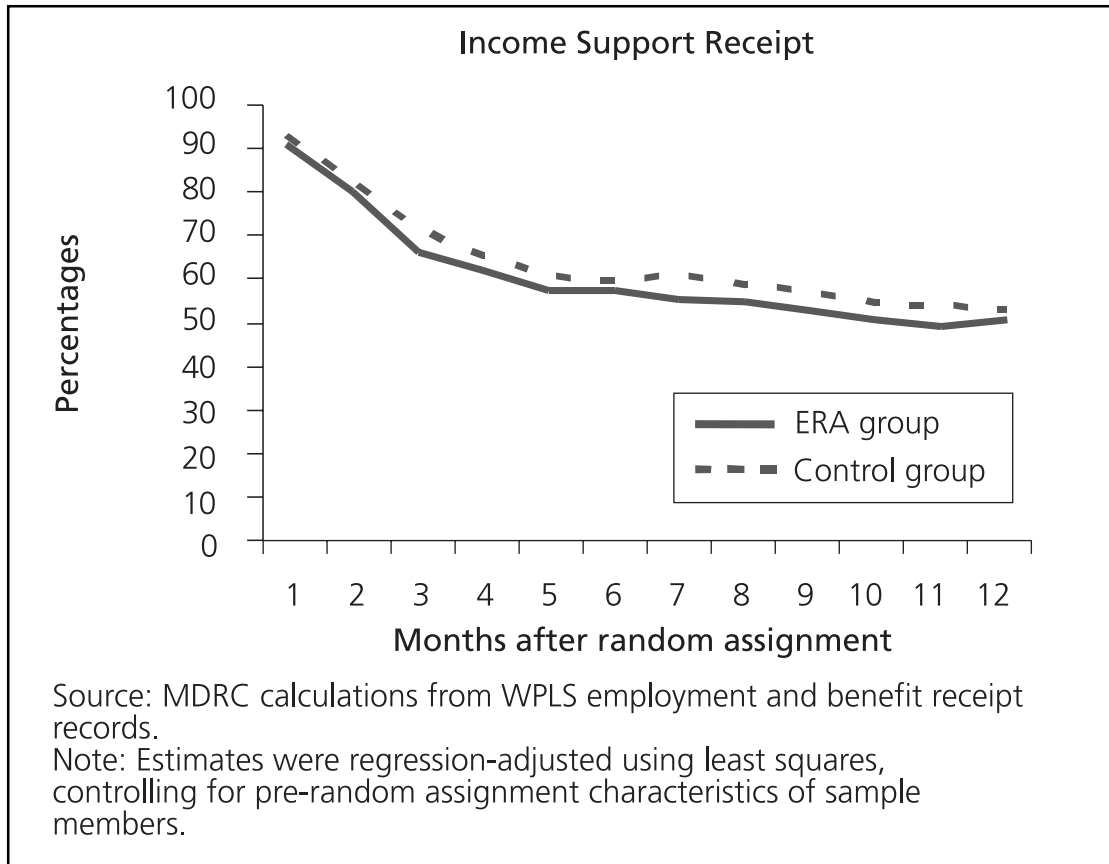


Figure DD.4 Continued

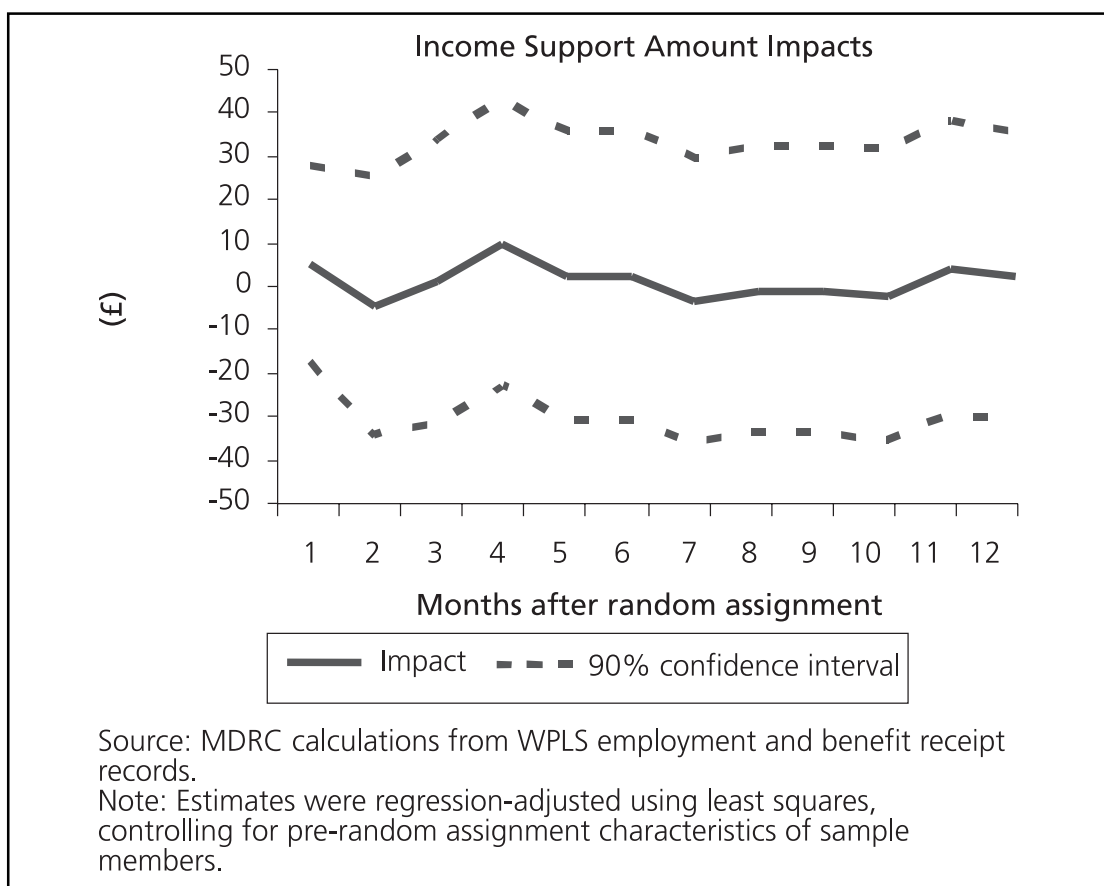
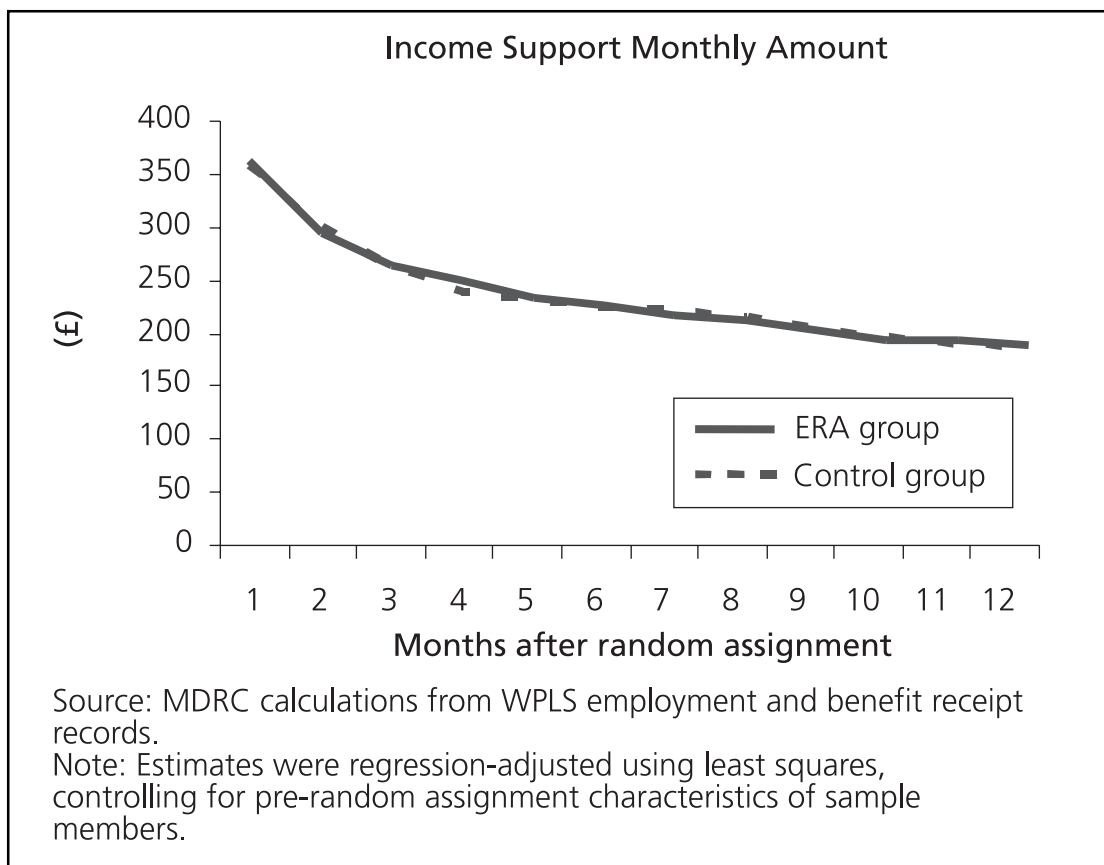


Figure DD.4 Continued

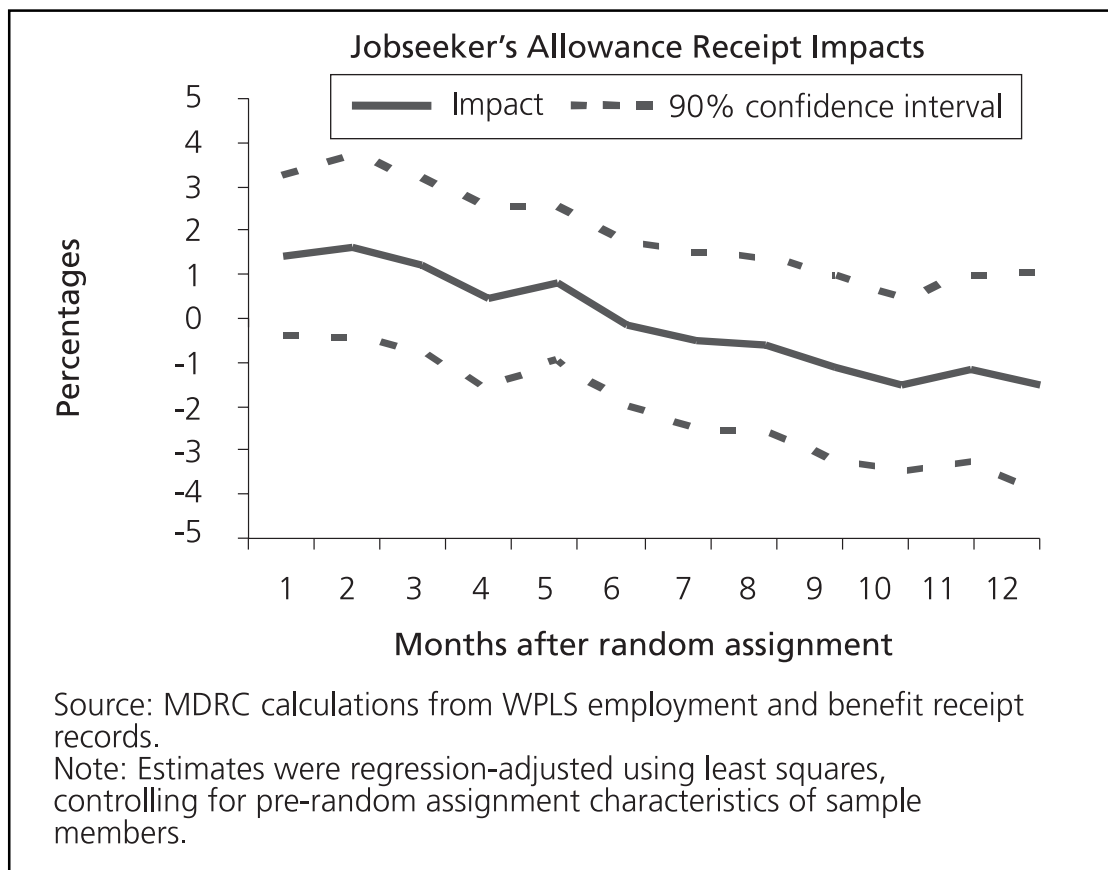
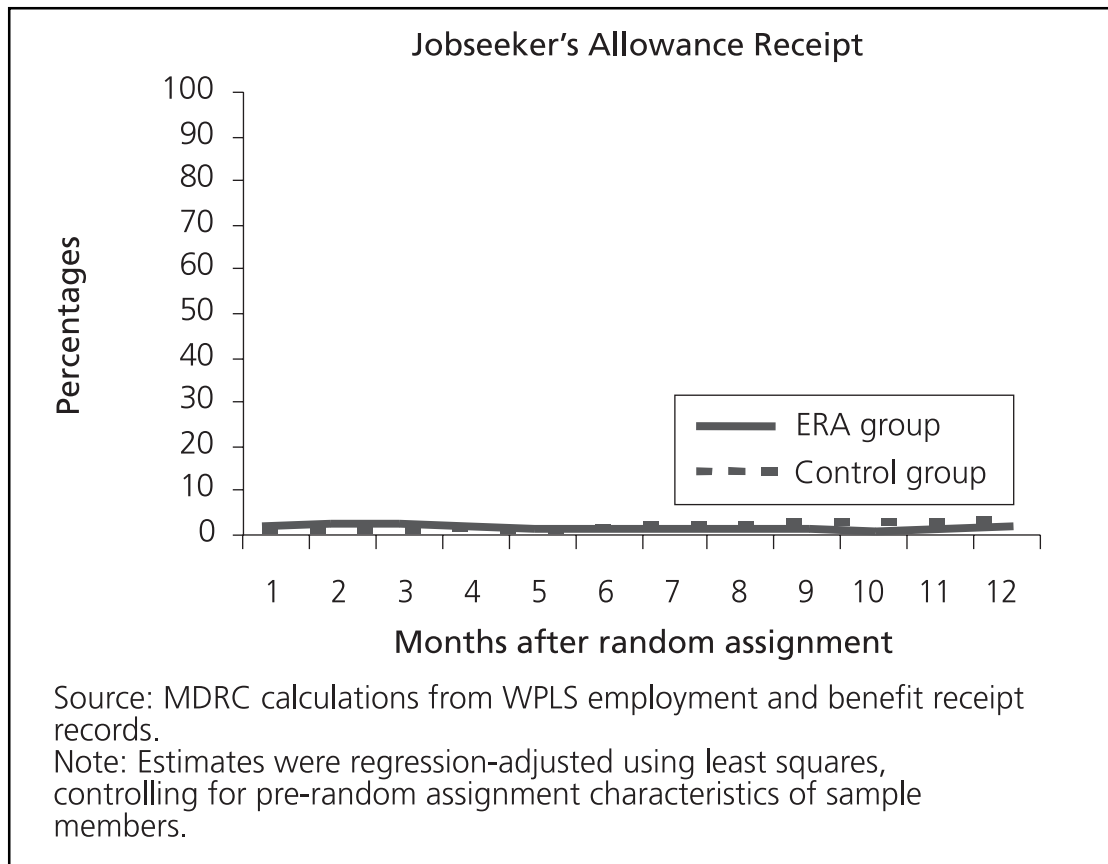


Figure DD.4 Continued

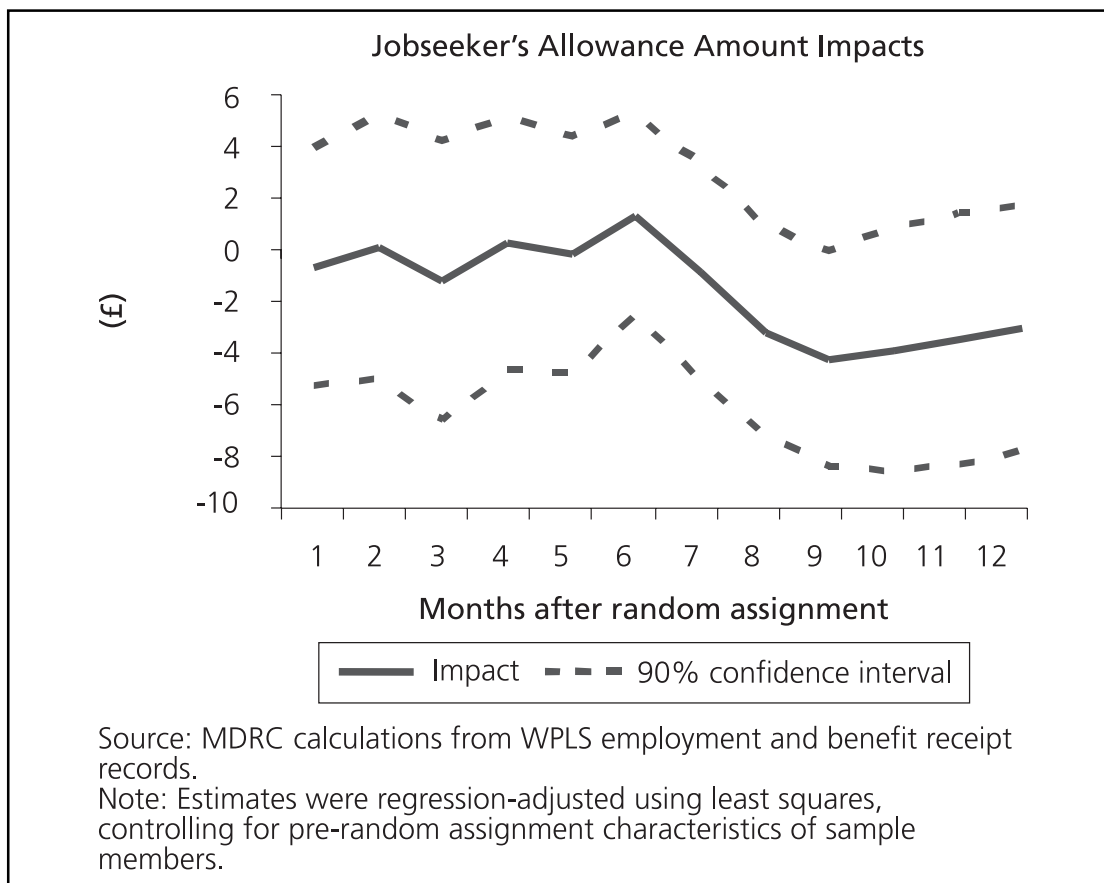
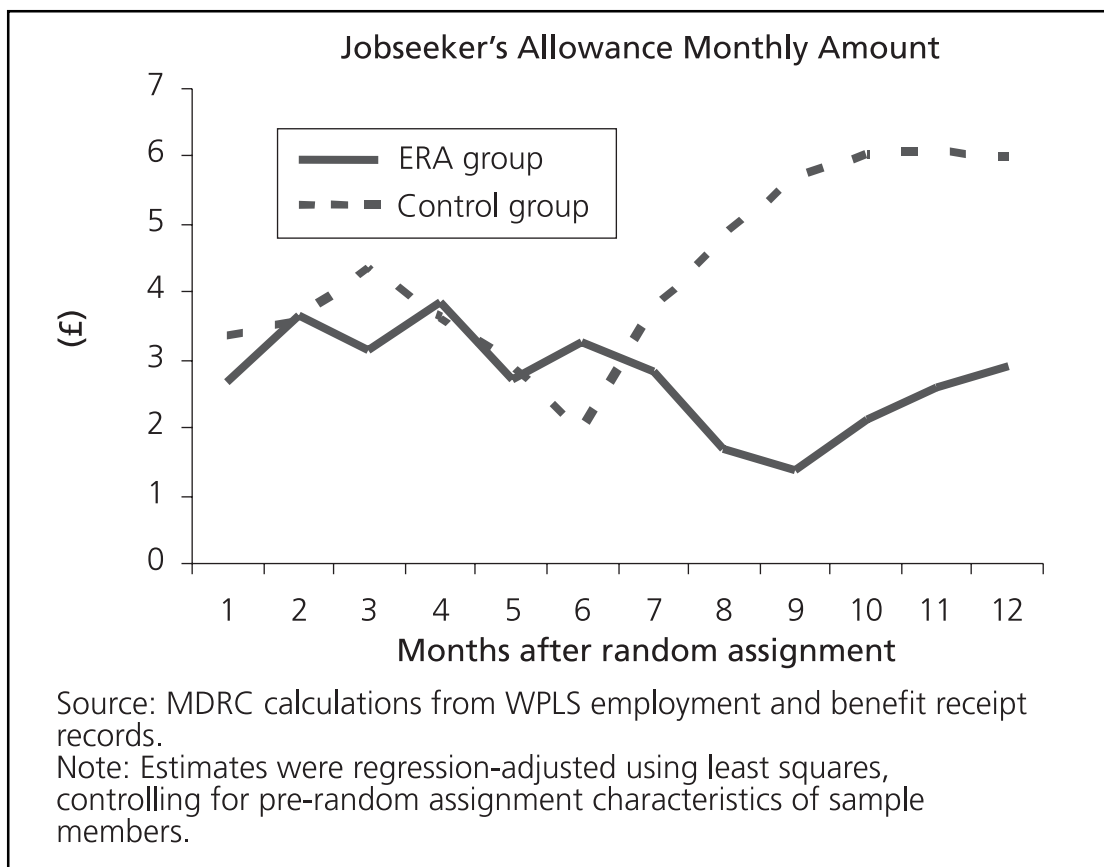


Figure DD.5 Employment and benefit receipt for New Deal for Lone Parents customers, North West England

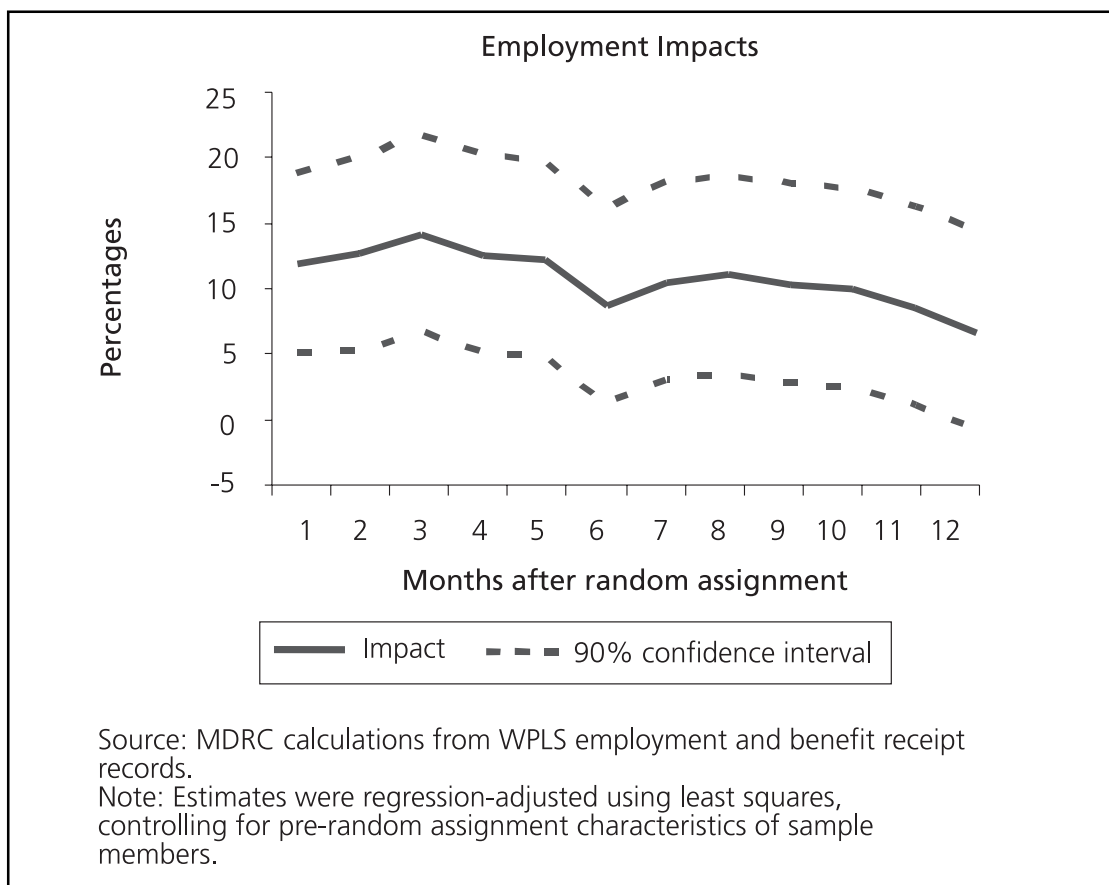
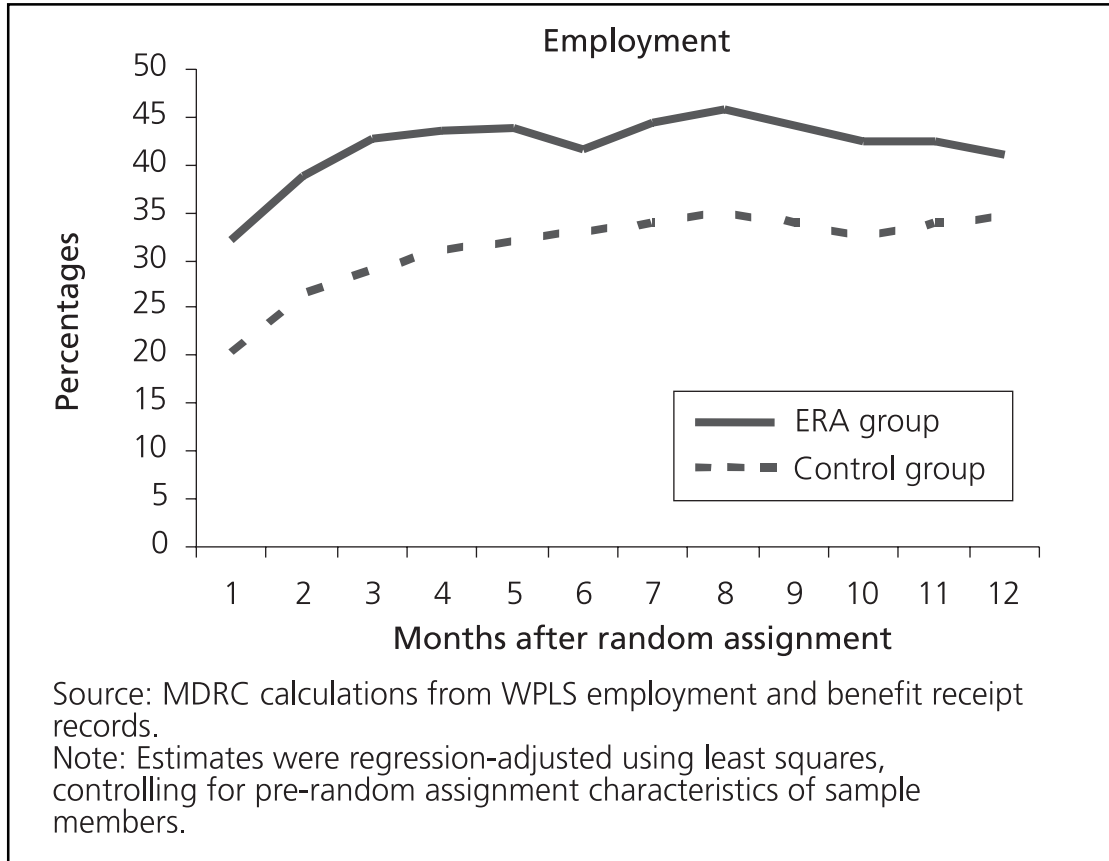


Figure DD.5 Continued

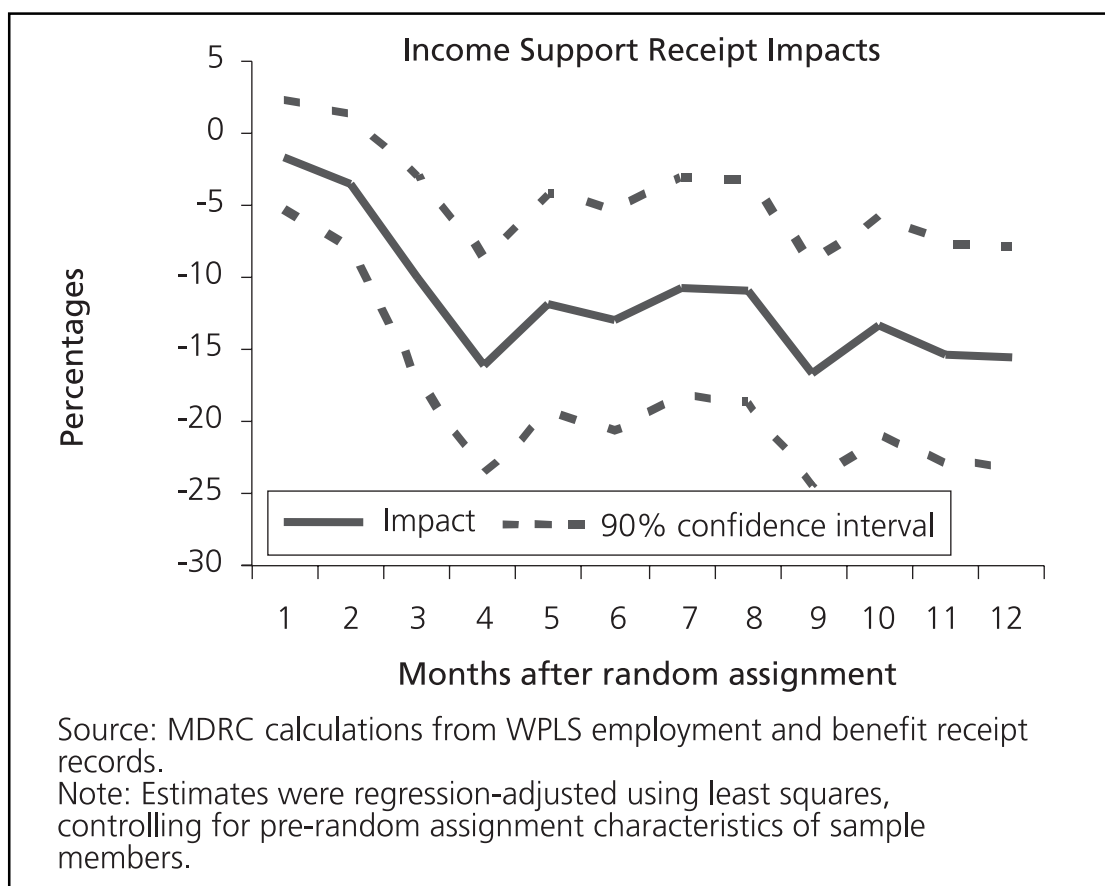
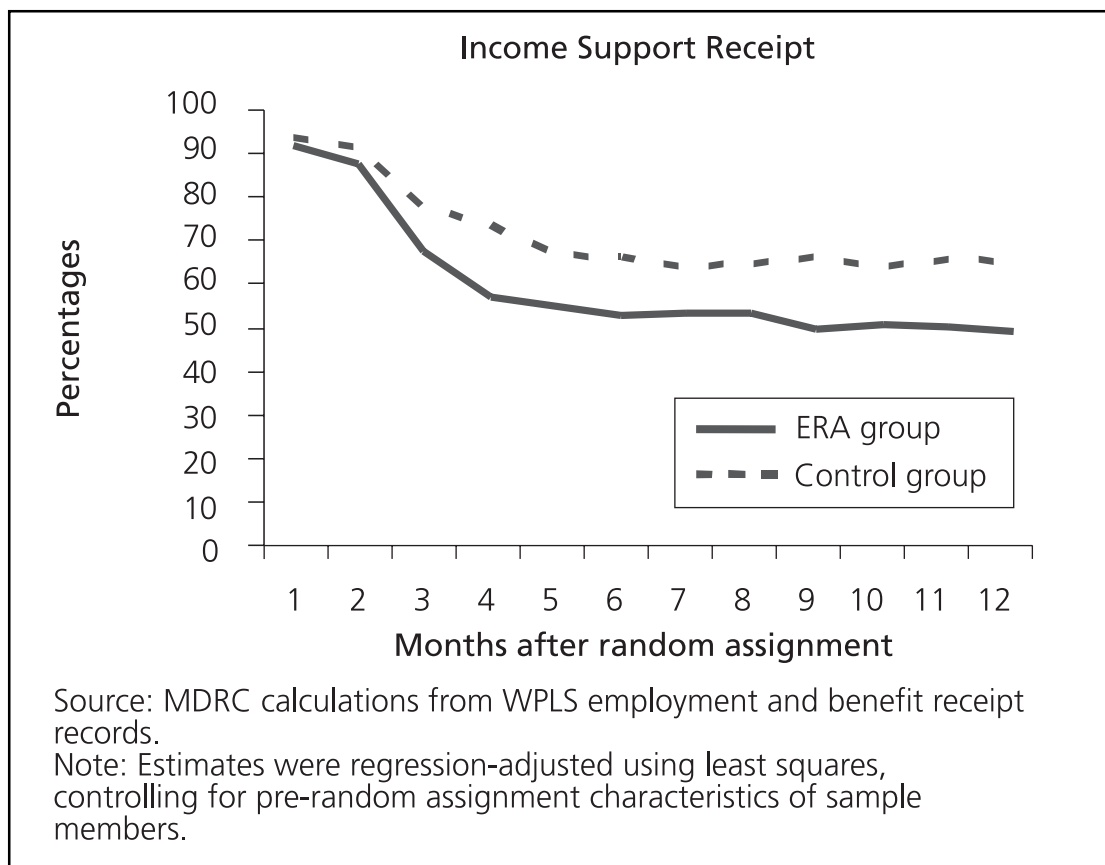


Figure DD.5 Continued

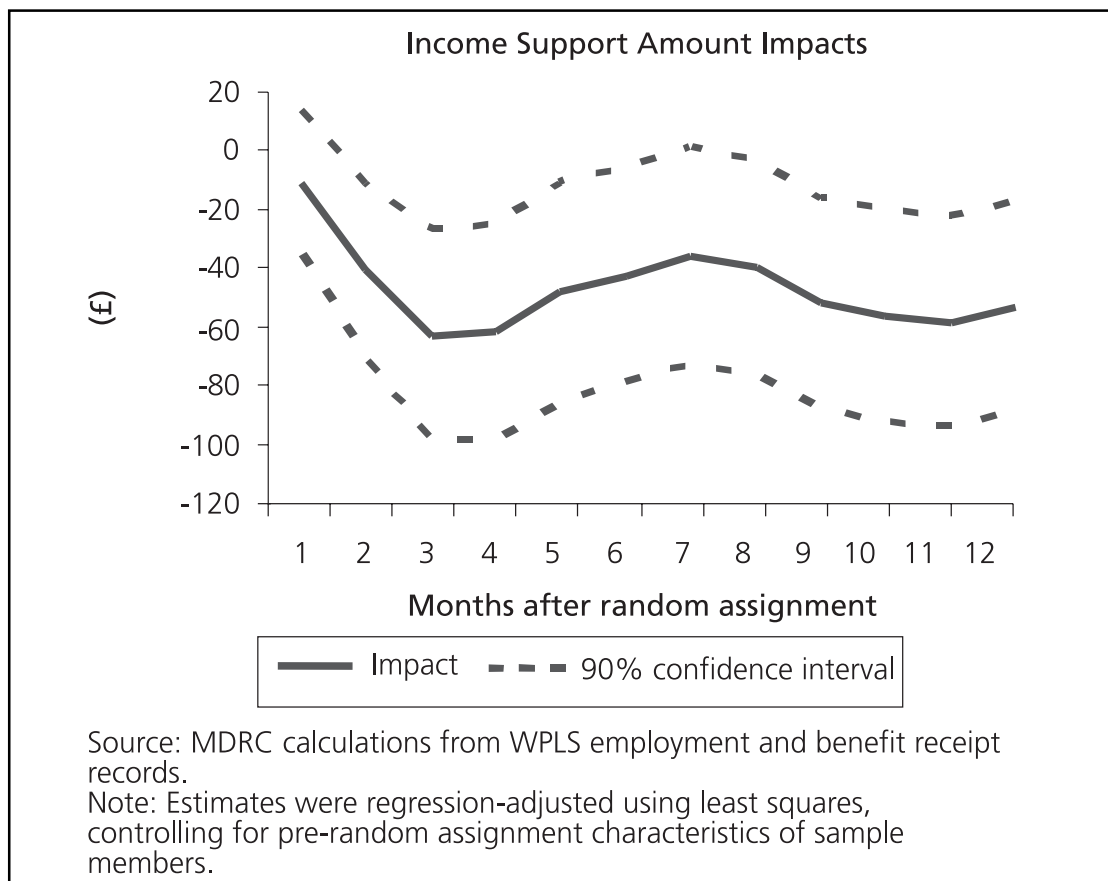
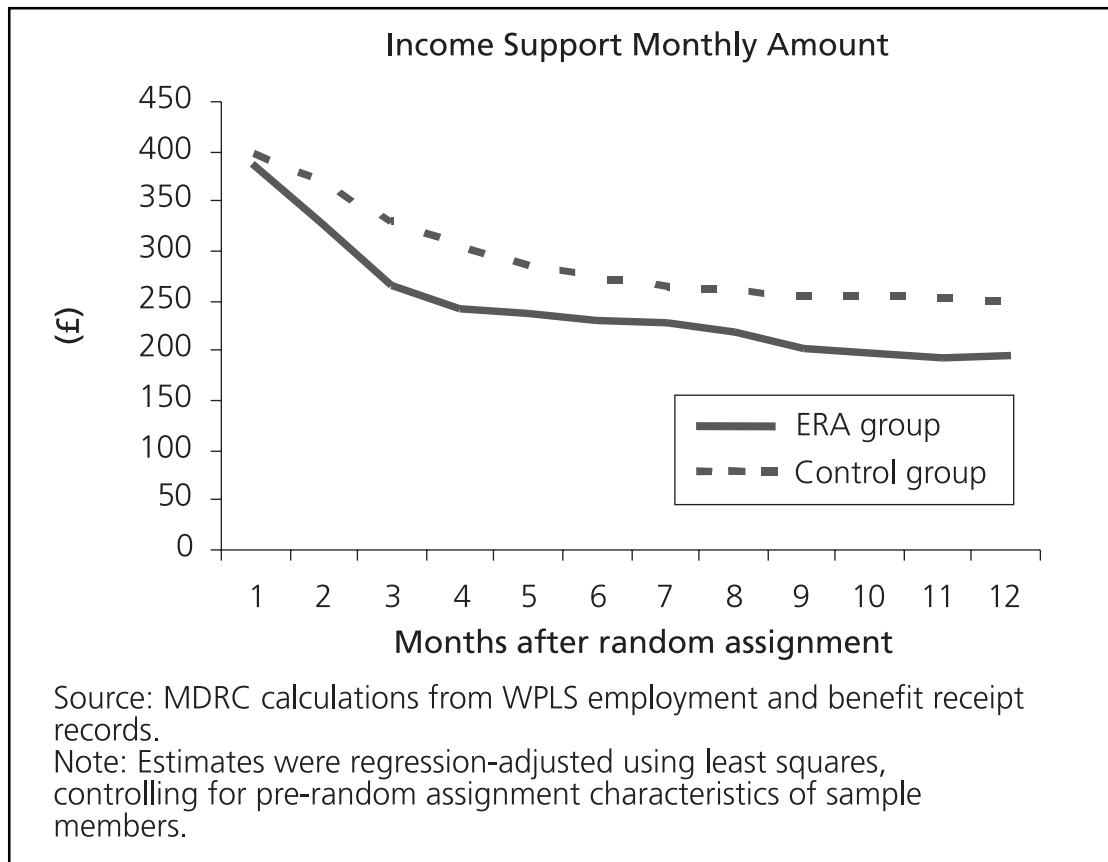


Figure DD.5 Continued

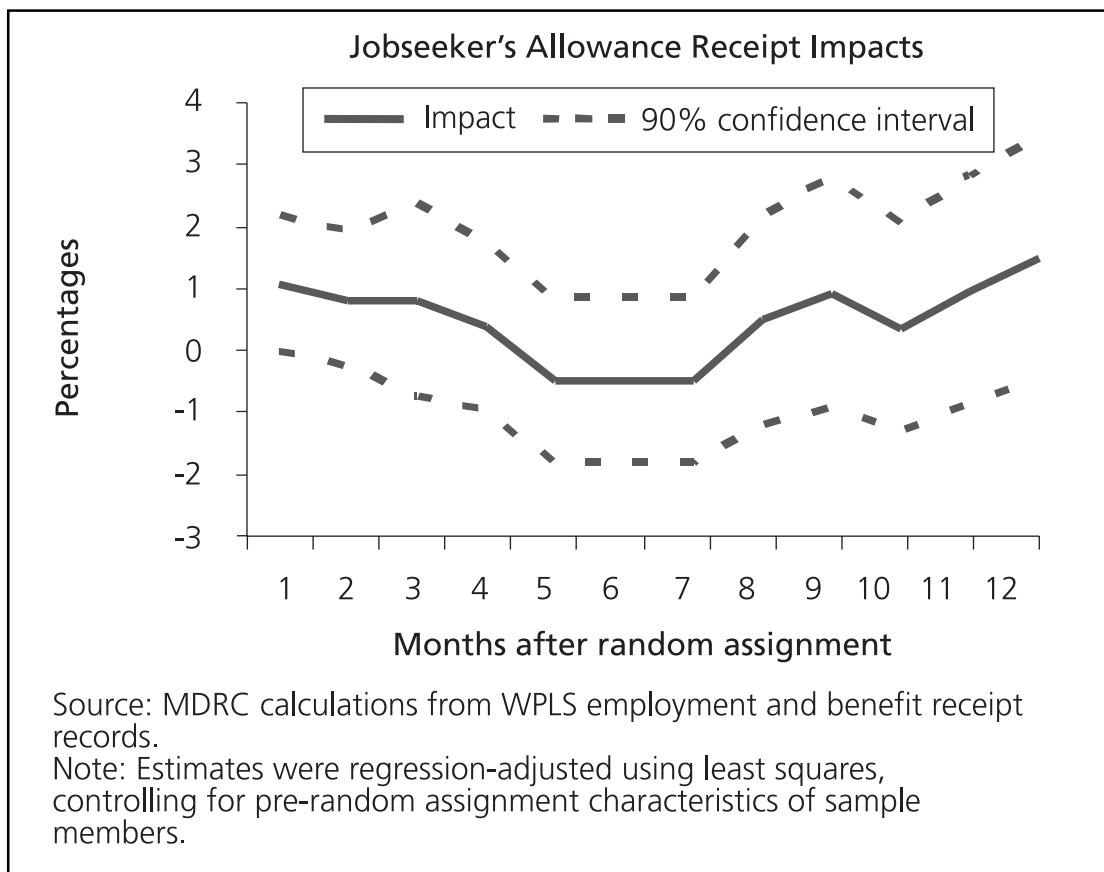
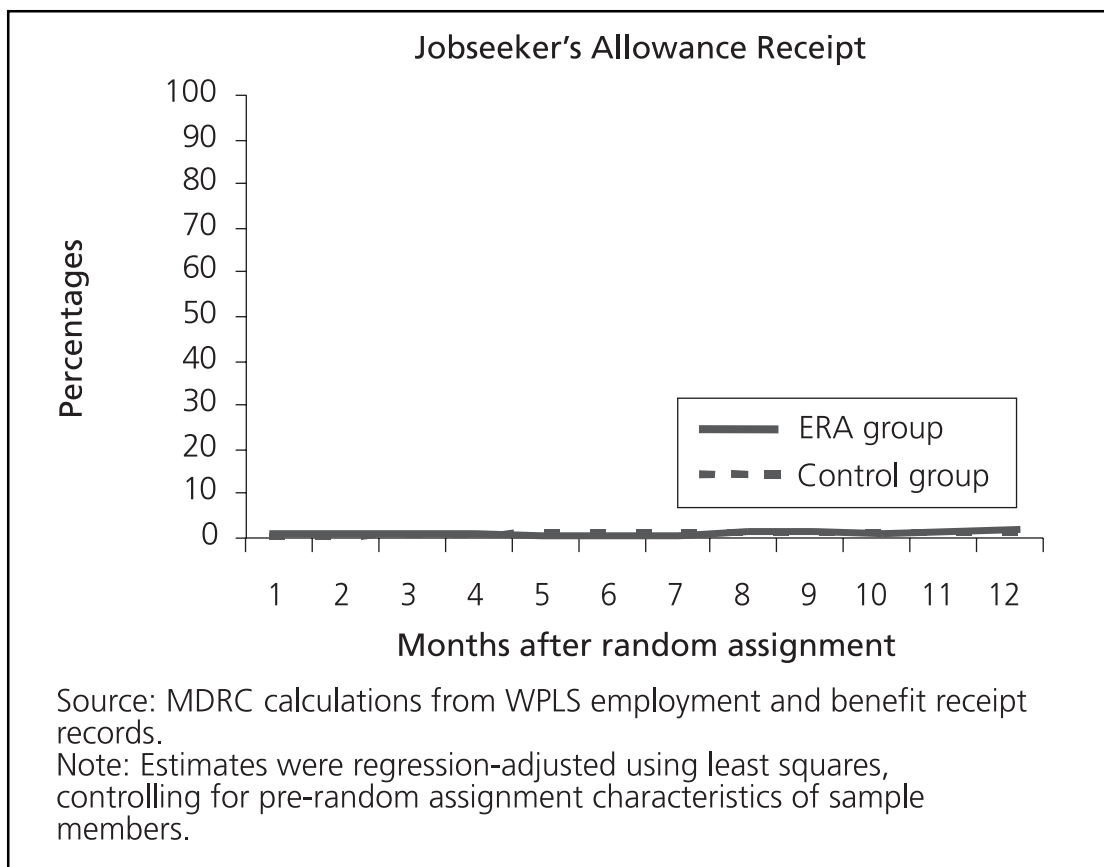


Figure DD.5 Continued

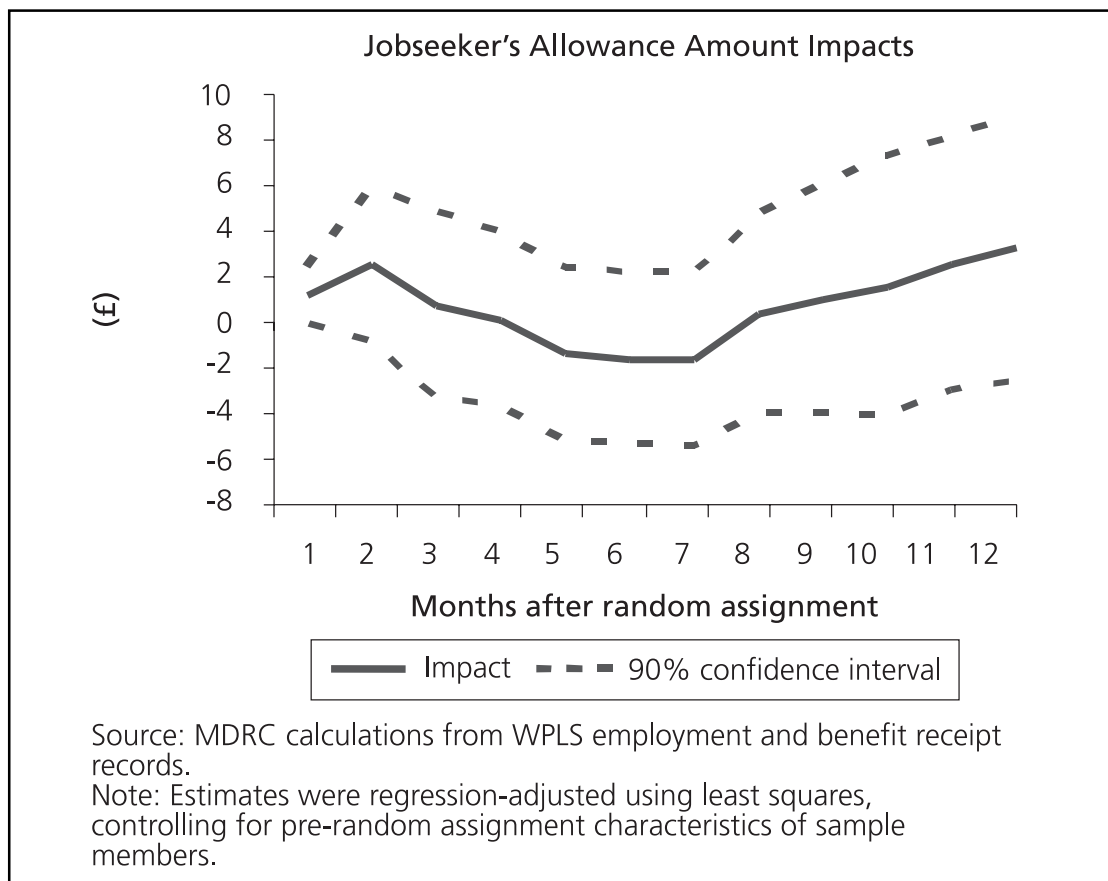
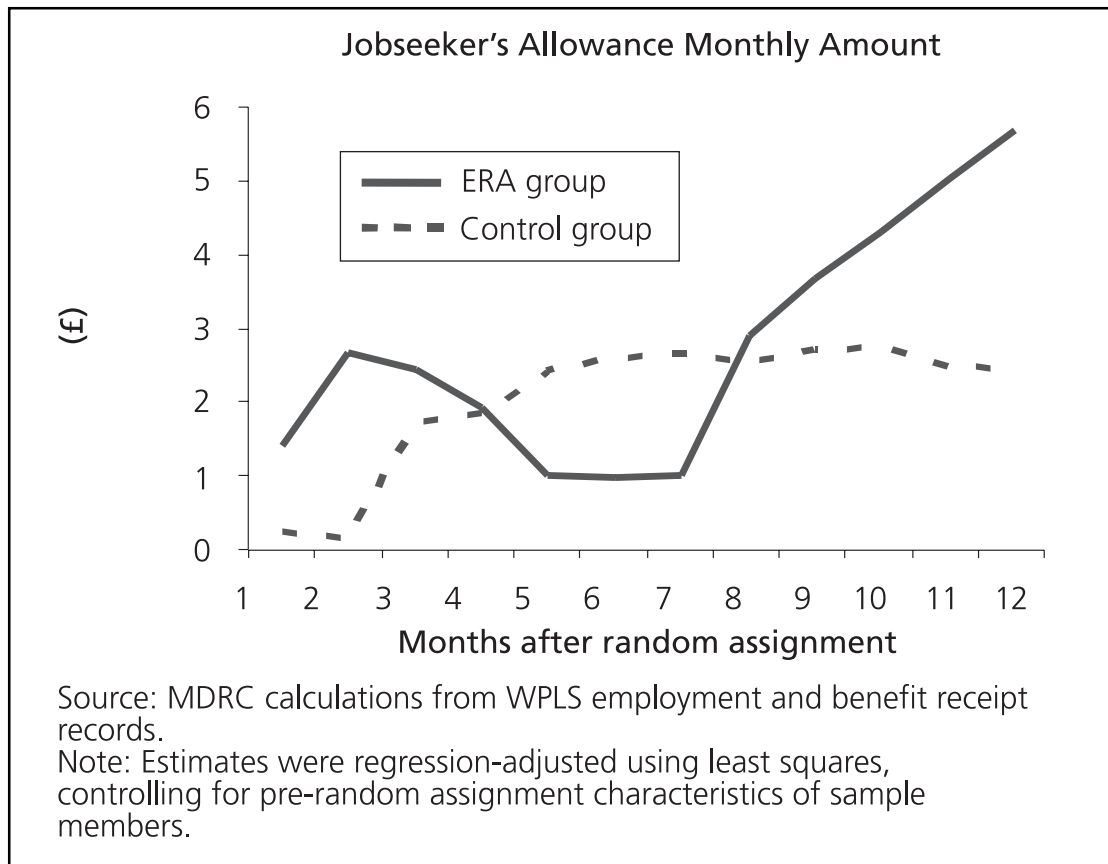


Figure DD.6 Employment and benefit receipt for New Deal for Lone Parents customers, Scotland

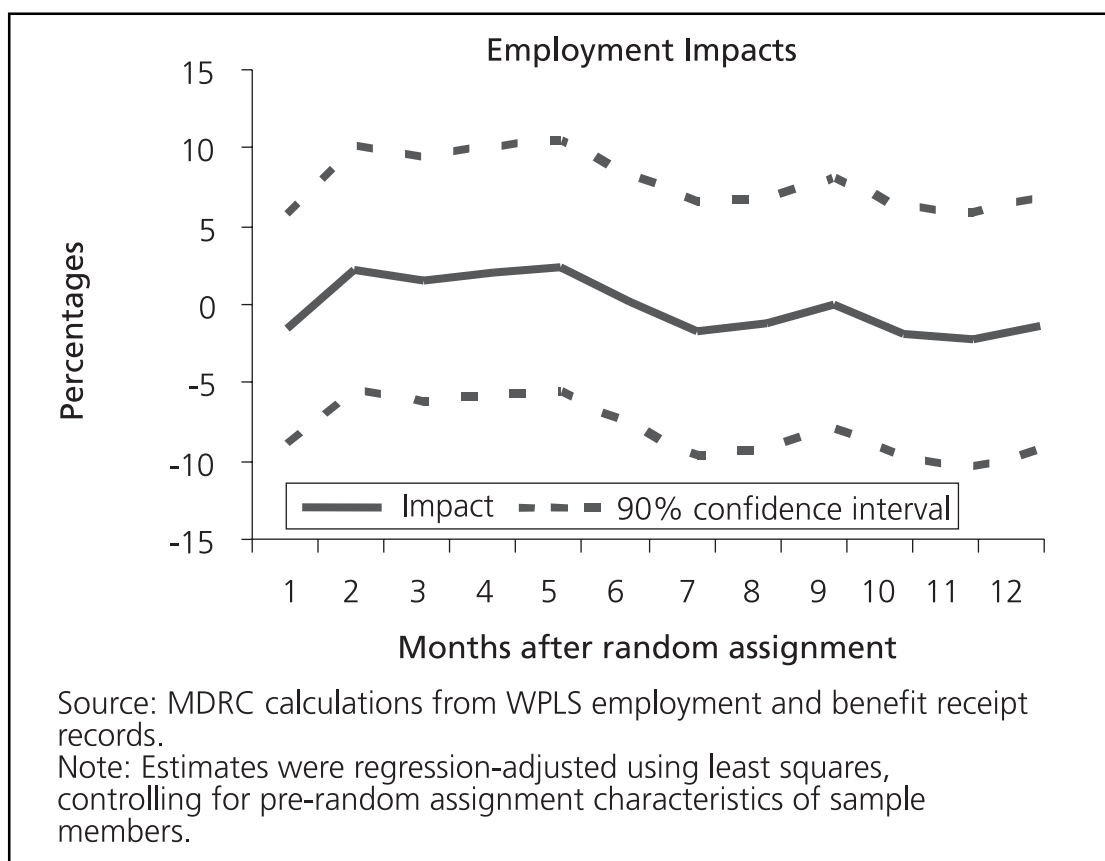
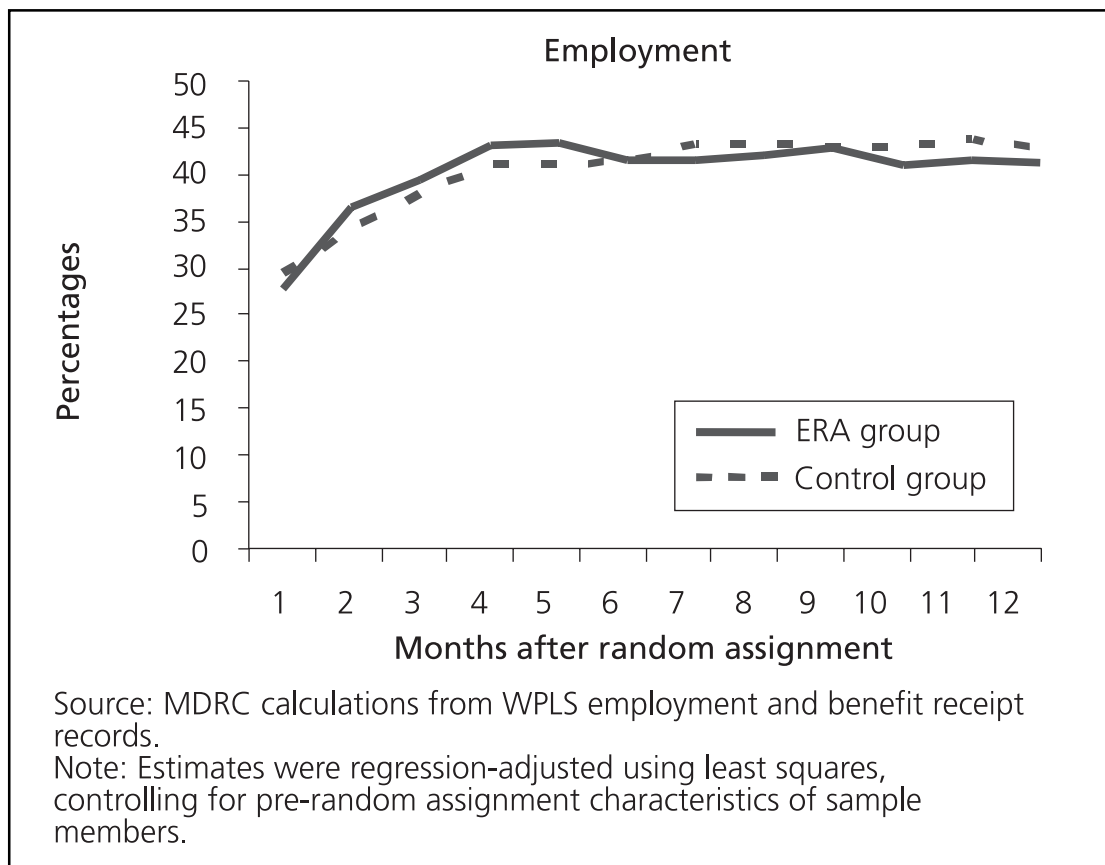


Figure DD.6 Continued

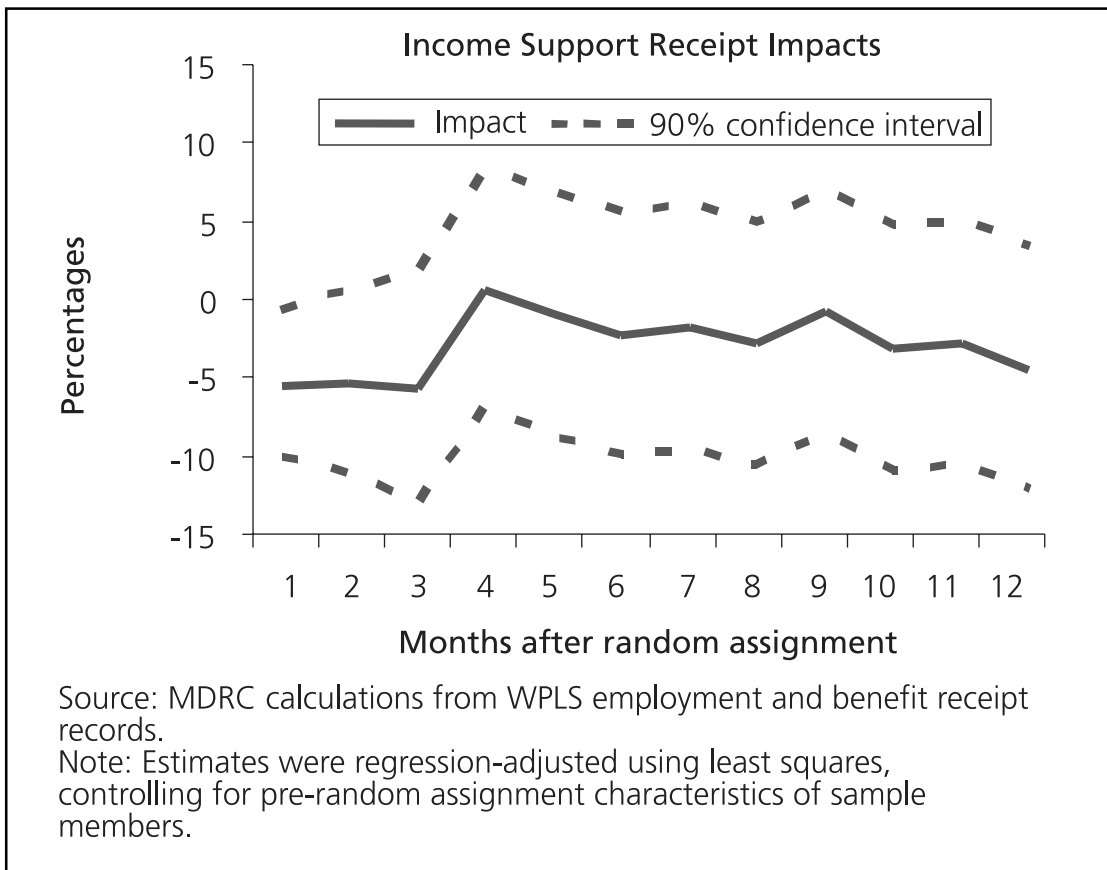
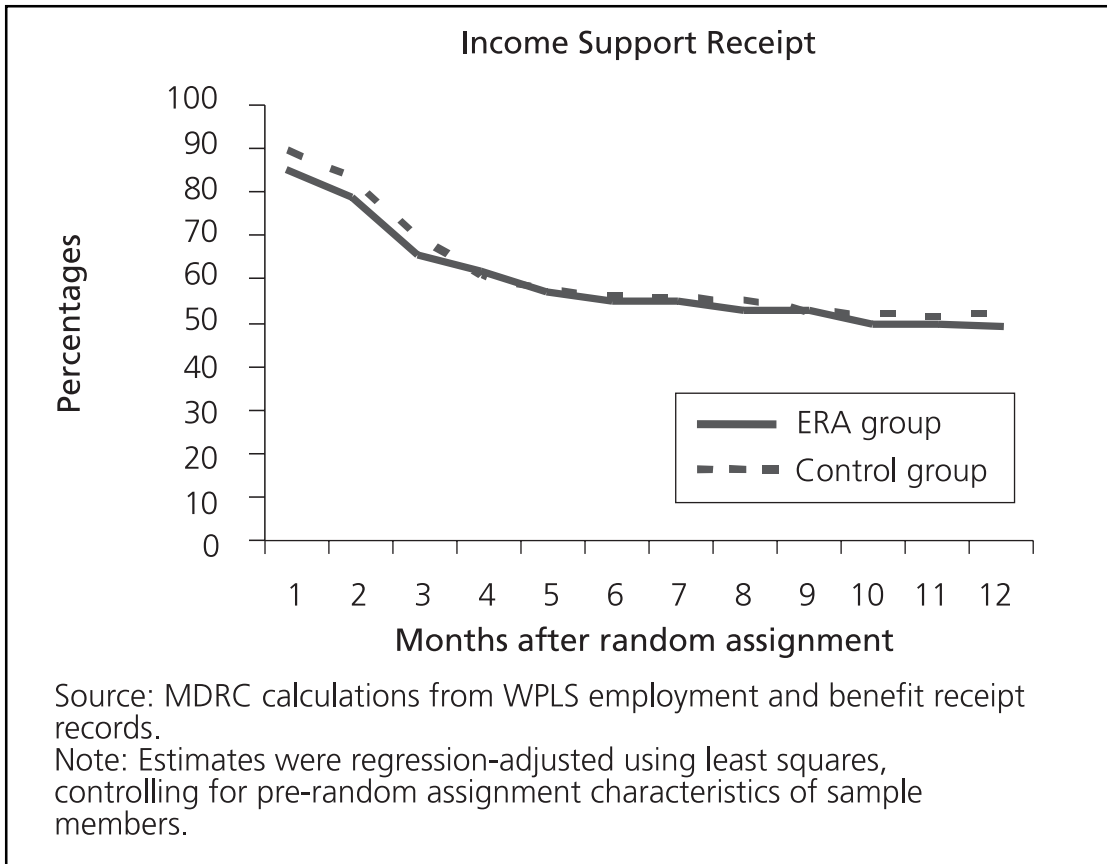


Figure DD.6 Continued

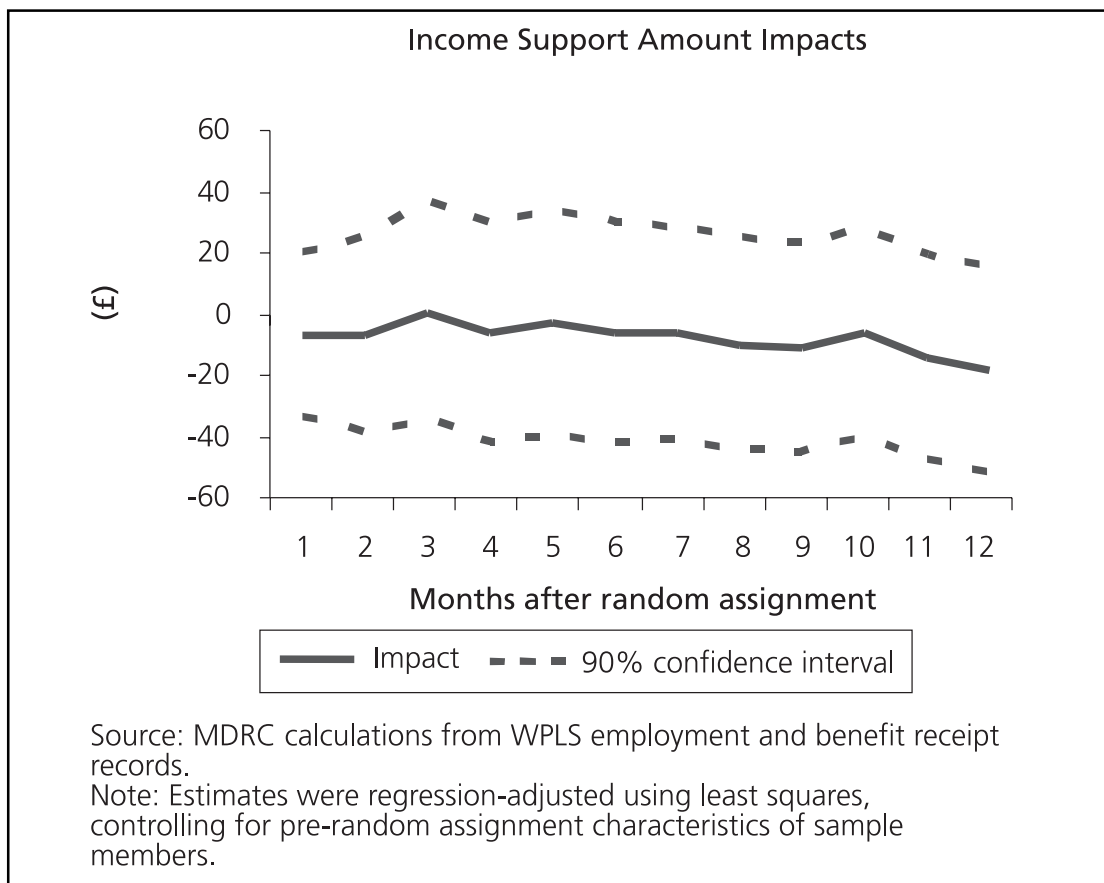
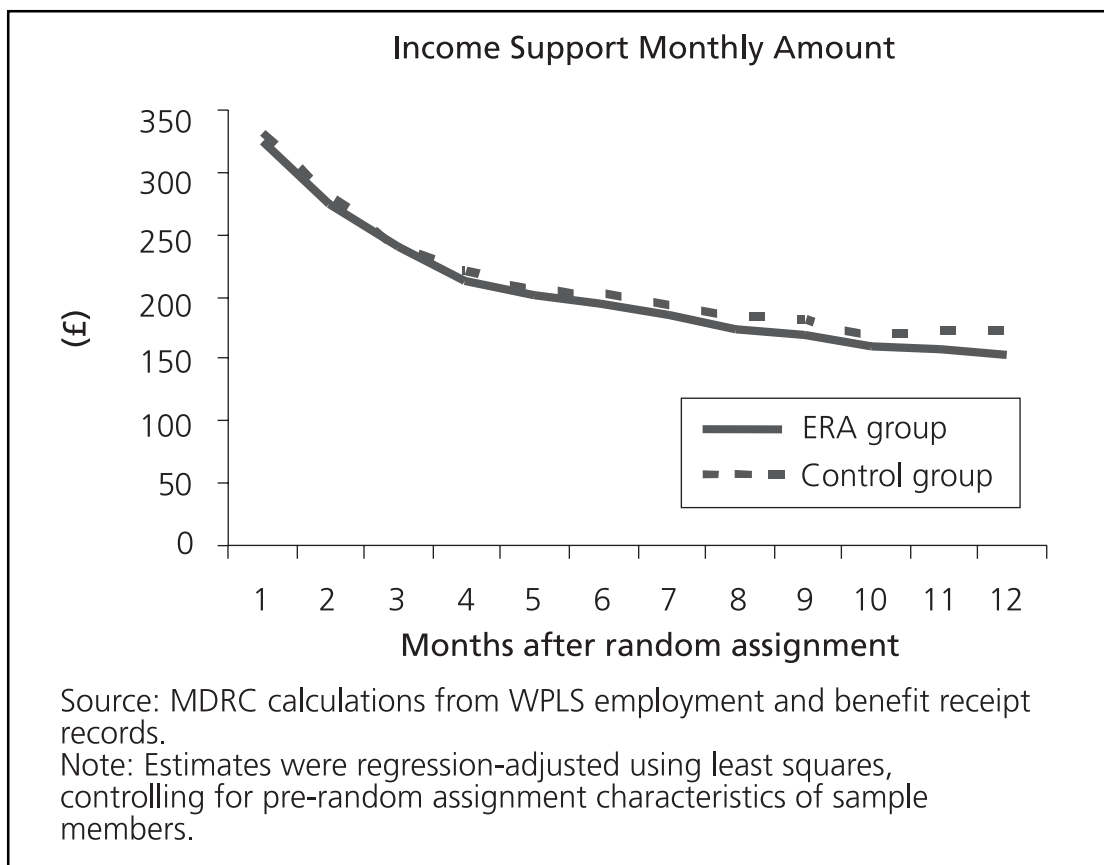


Figure DD.6 Continued

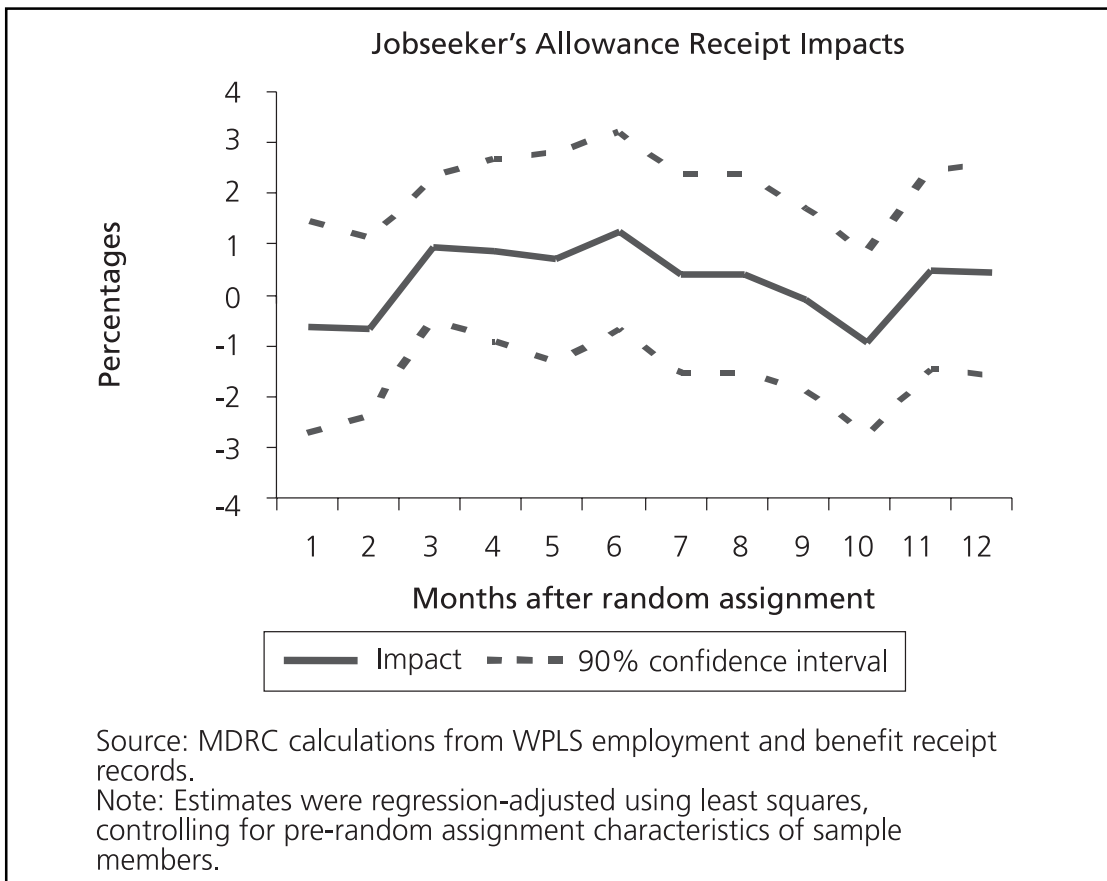
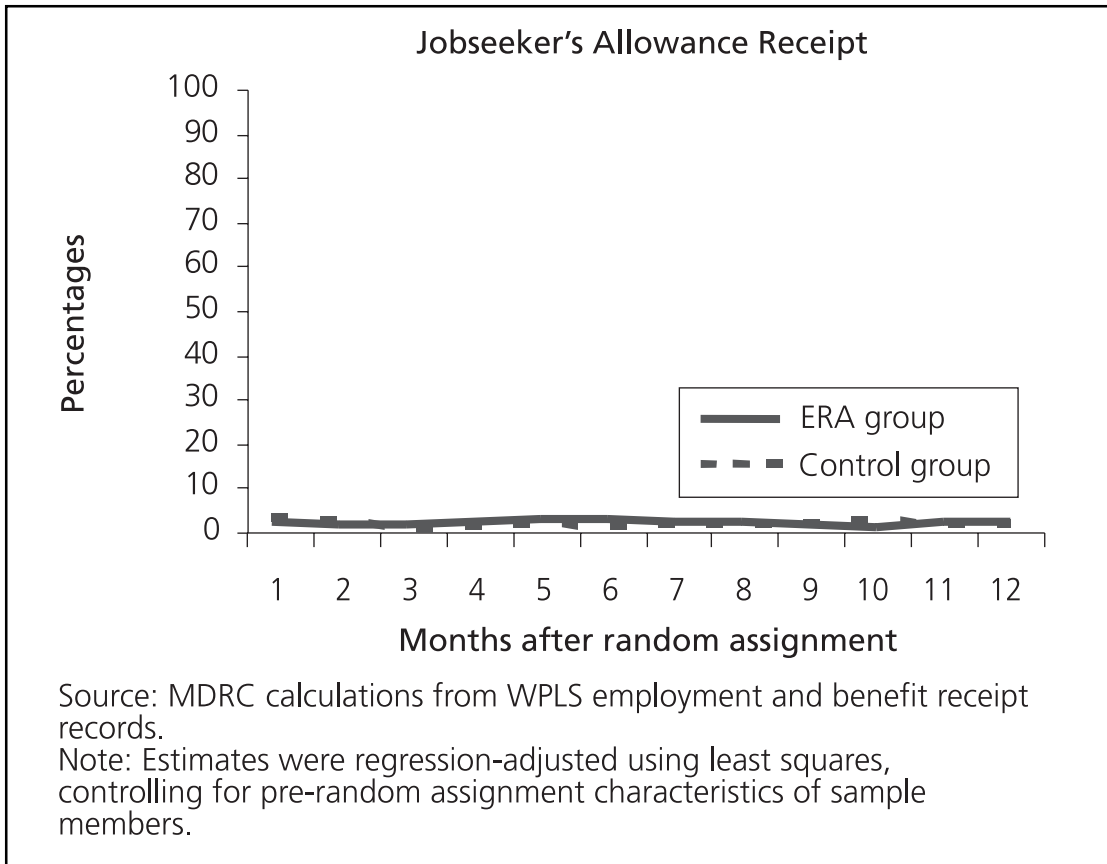


Figure DD.6 Continued

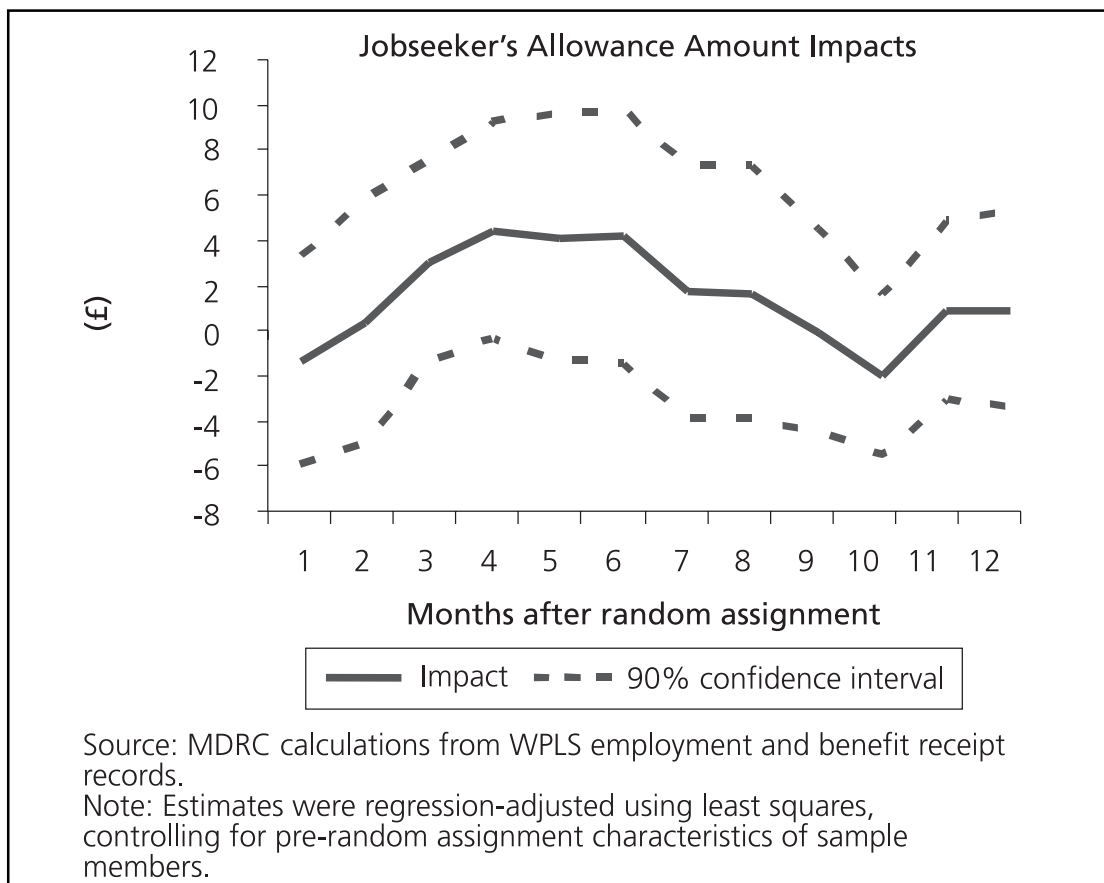
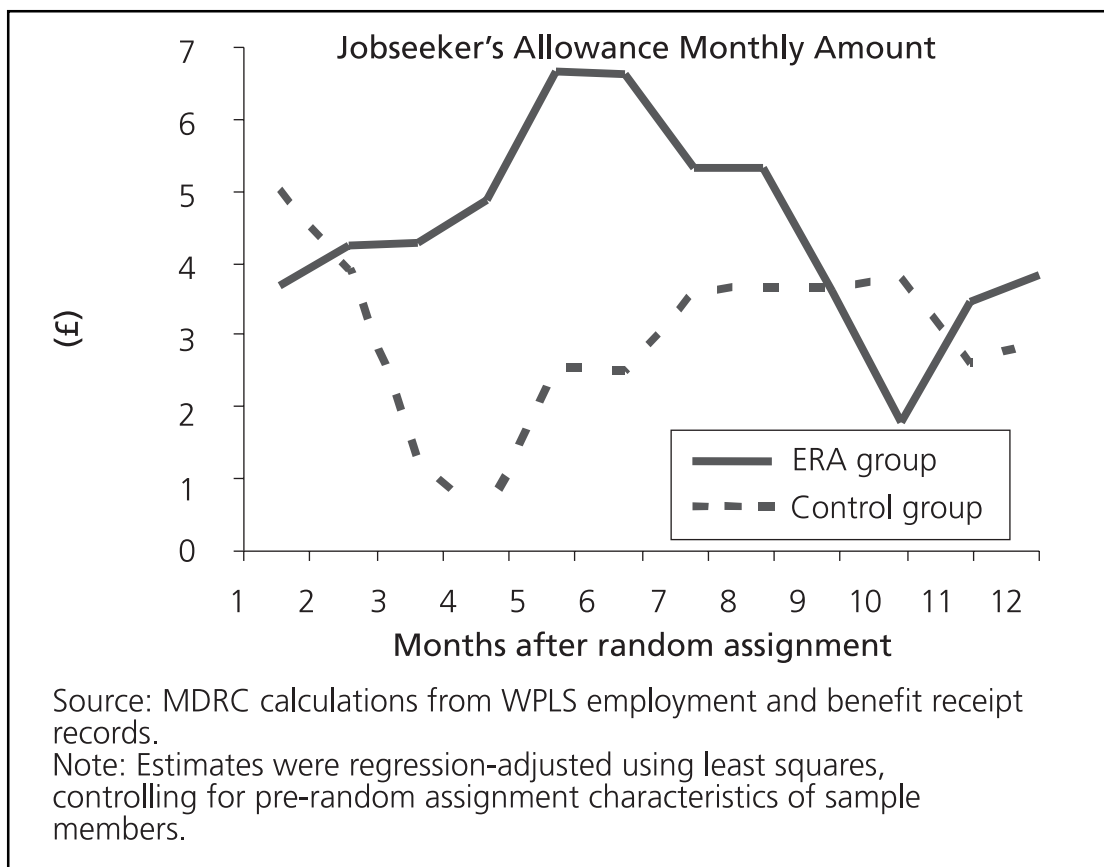


Figure DD.7 Employment and benefit receipt for New Deal for Lone Parents customers, Wales

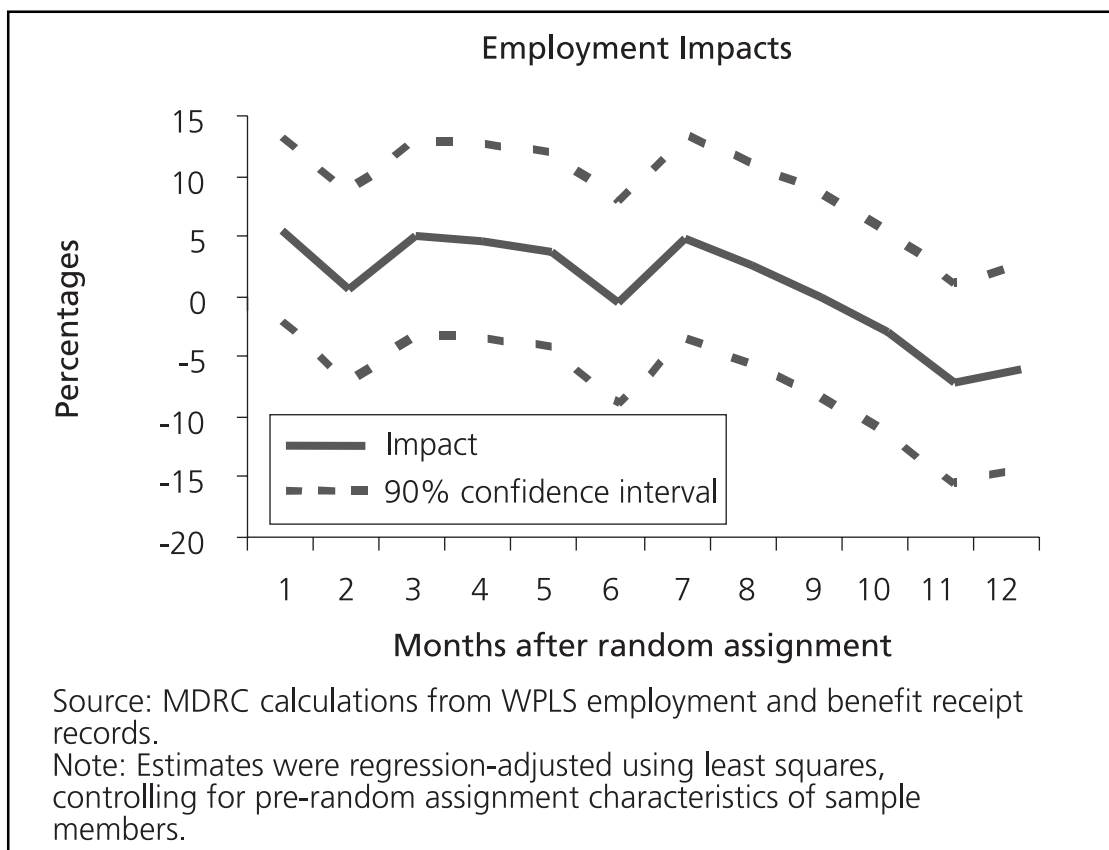
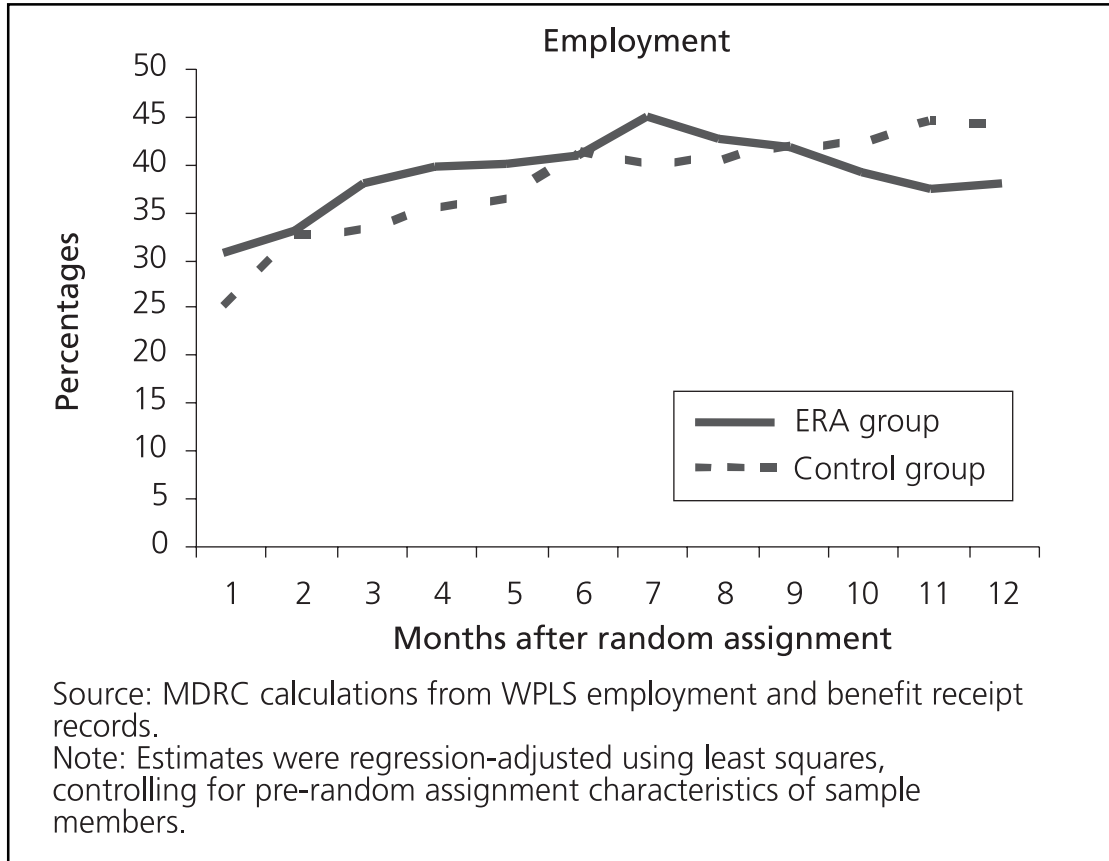


Figure DD.7 Continued

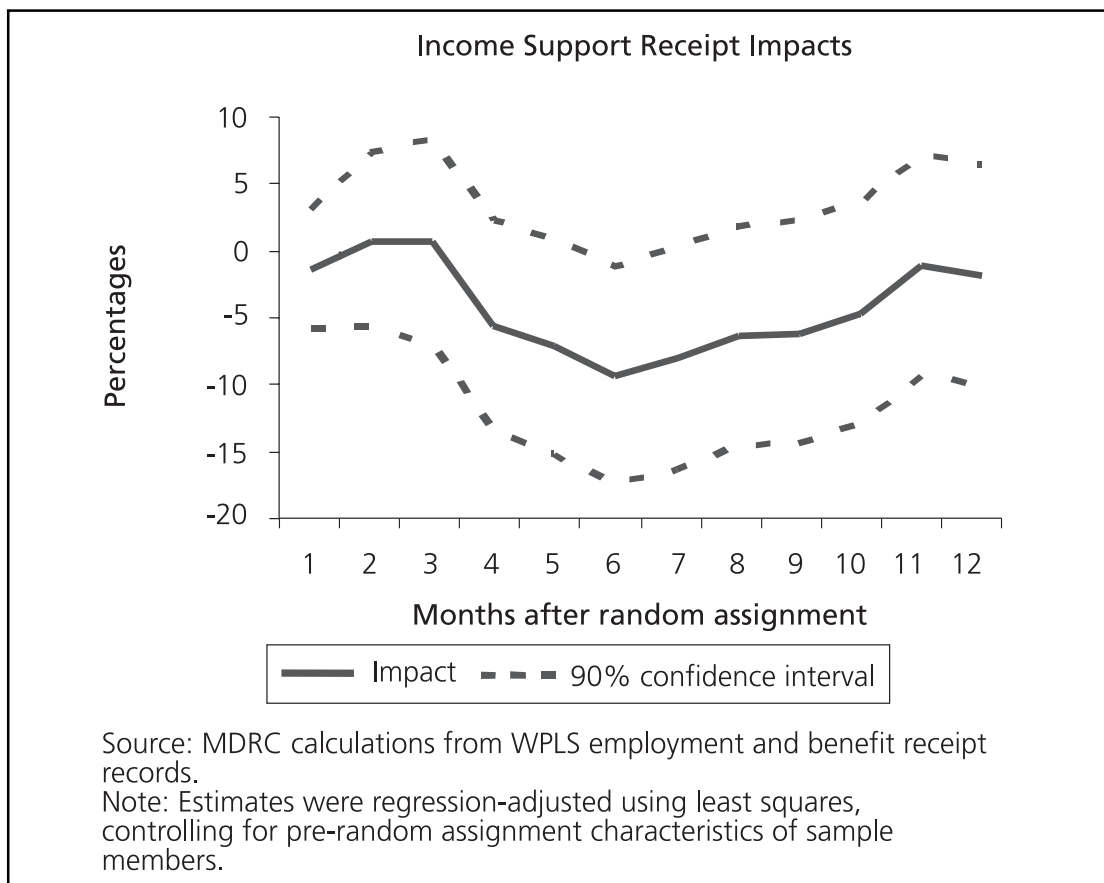
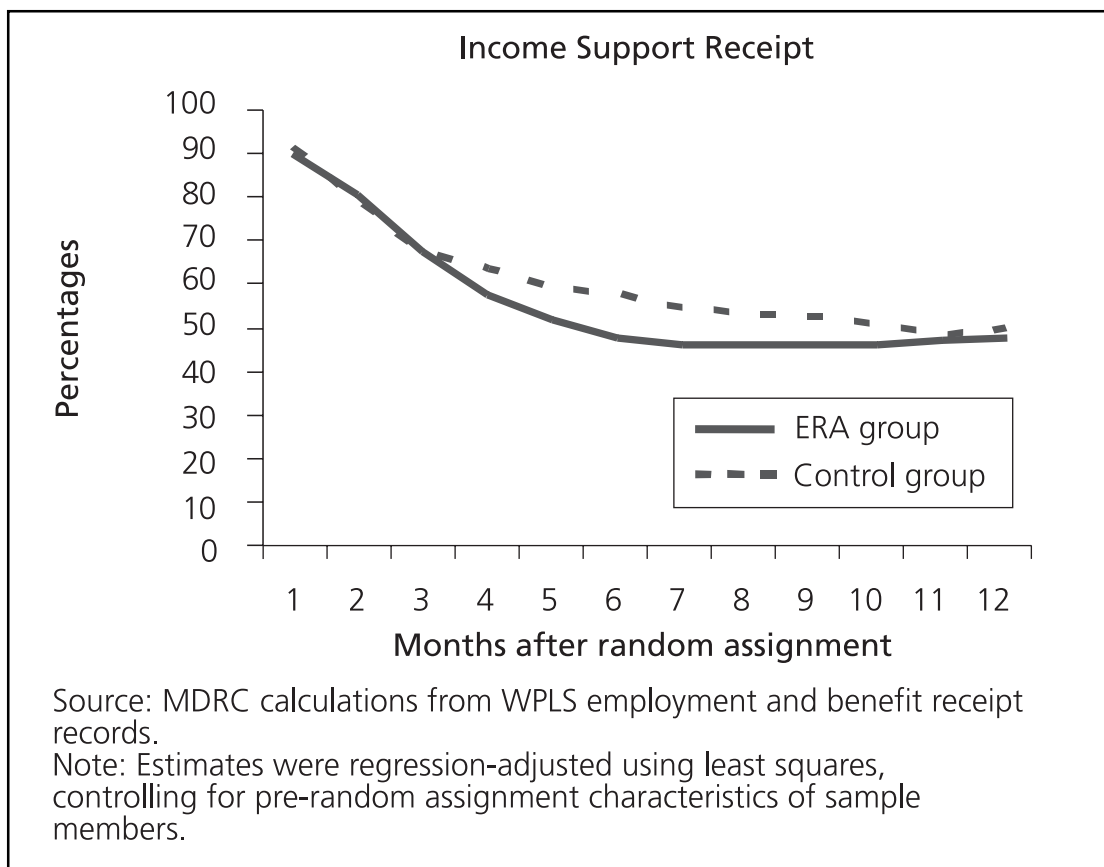


Figure DD.7 Continued

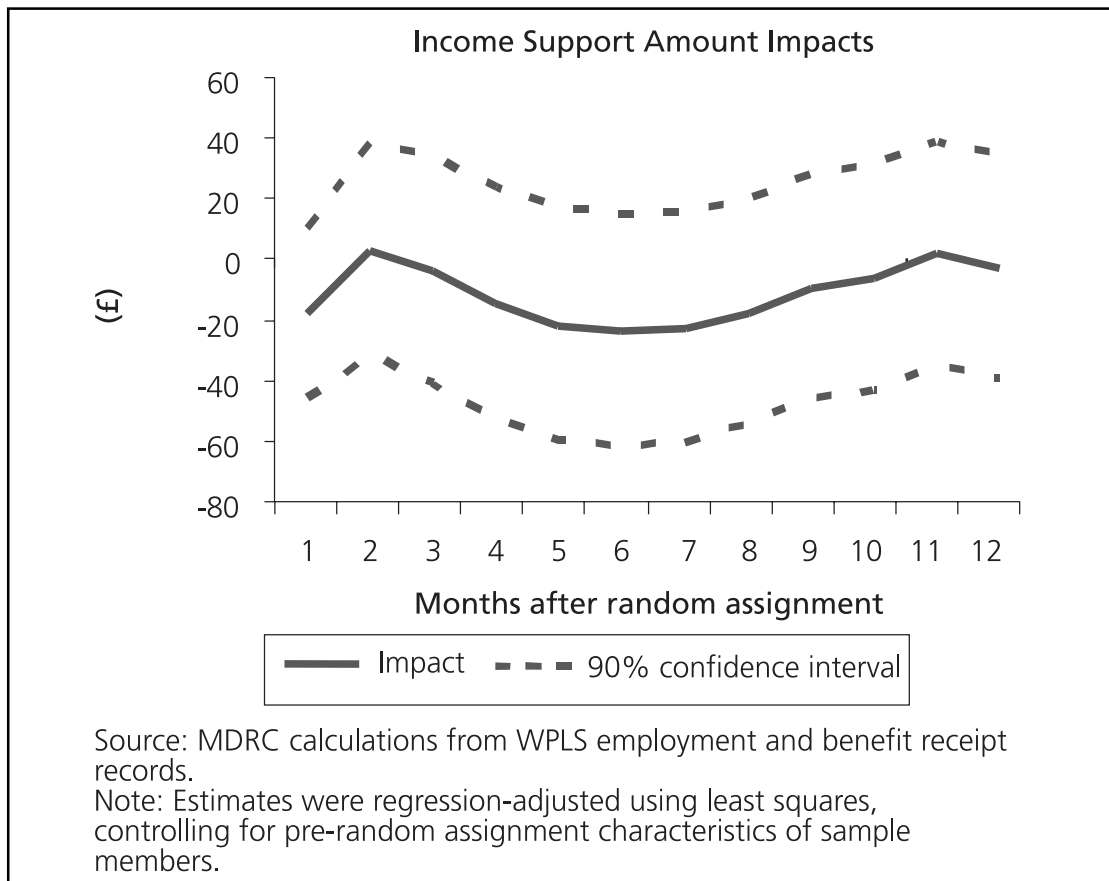
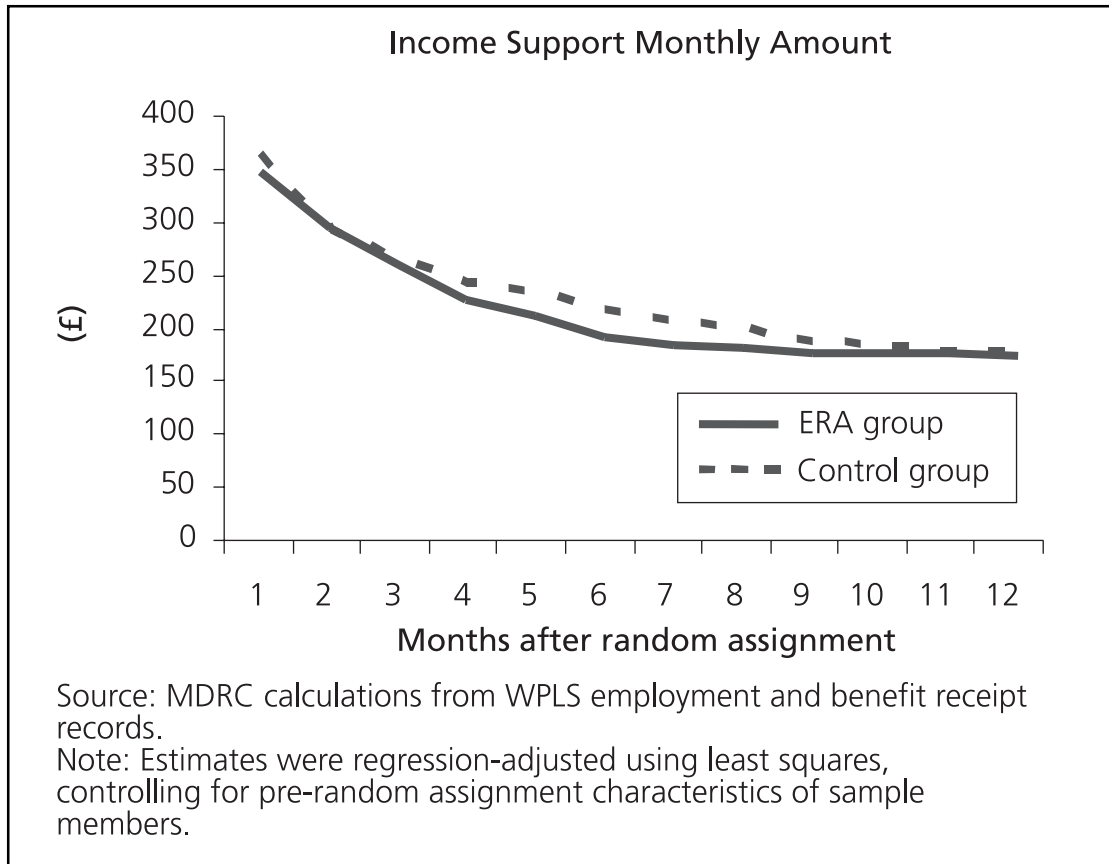


Figure DD.7 Continued

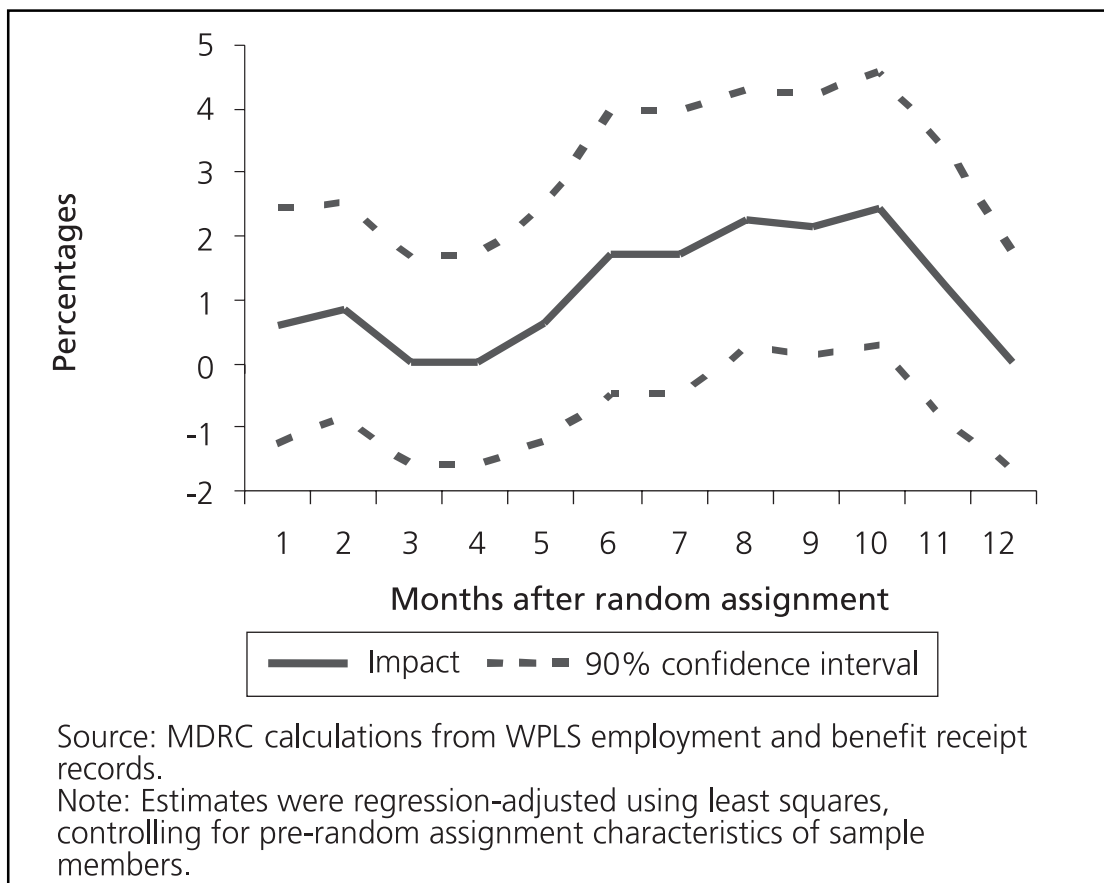
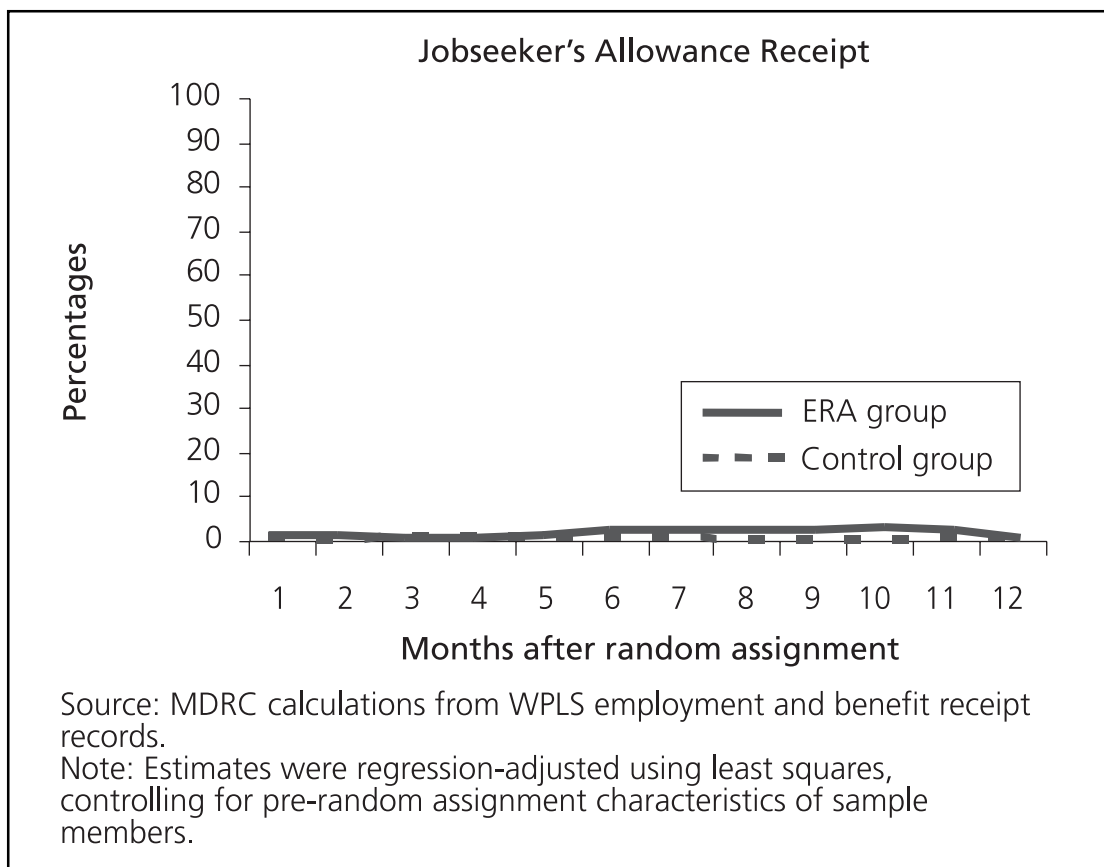
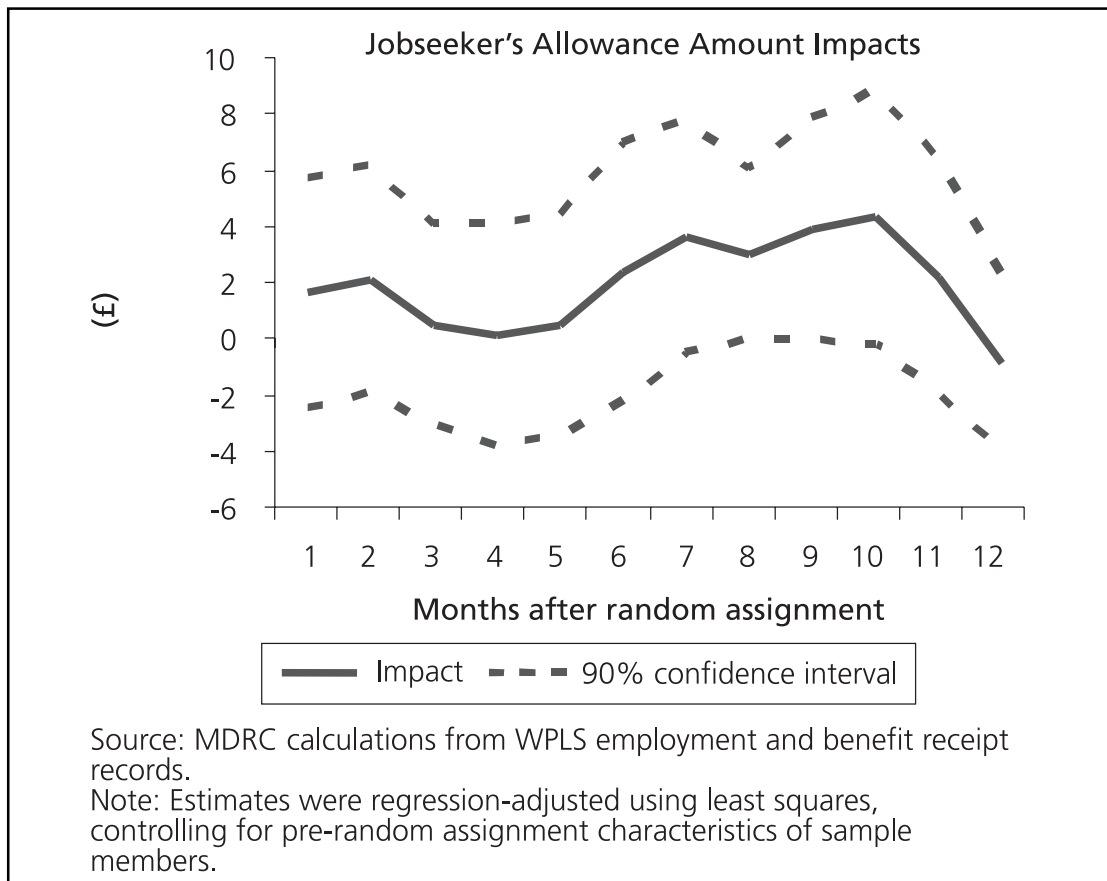
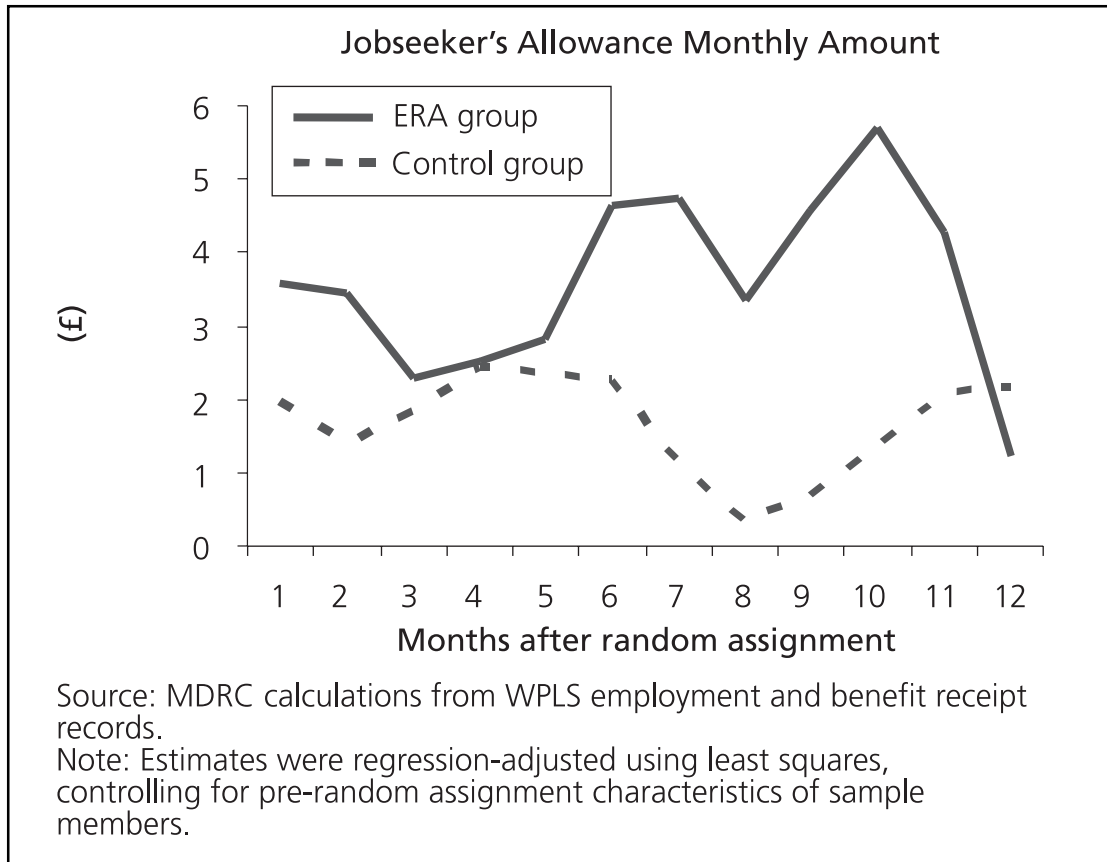


Figure DD.7 Continued



Supplemental Appendix EE
New Deal 25 Plus employment
and benefit receipt figures, by
target group and district

Figure EE.1 Employment and benefit receipt for New Deal 25 Plus customers, all participants

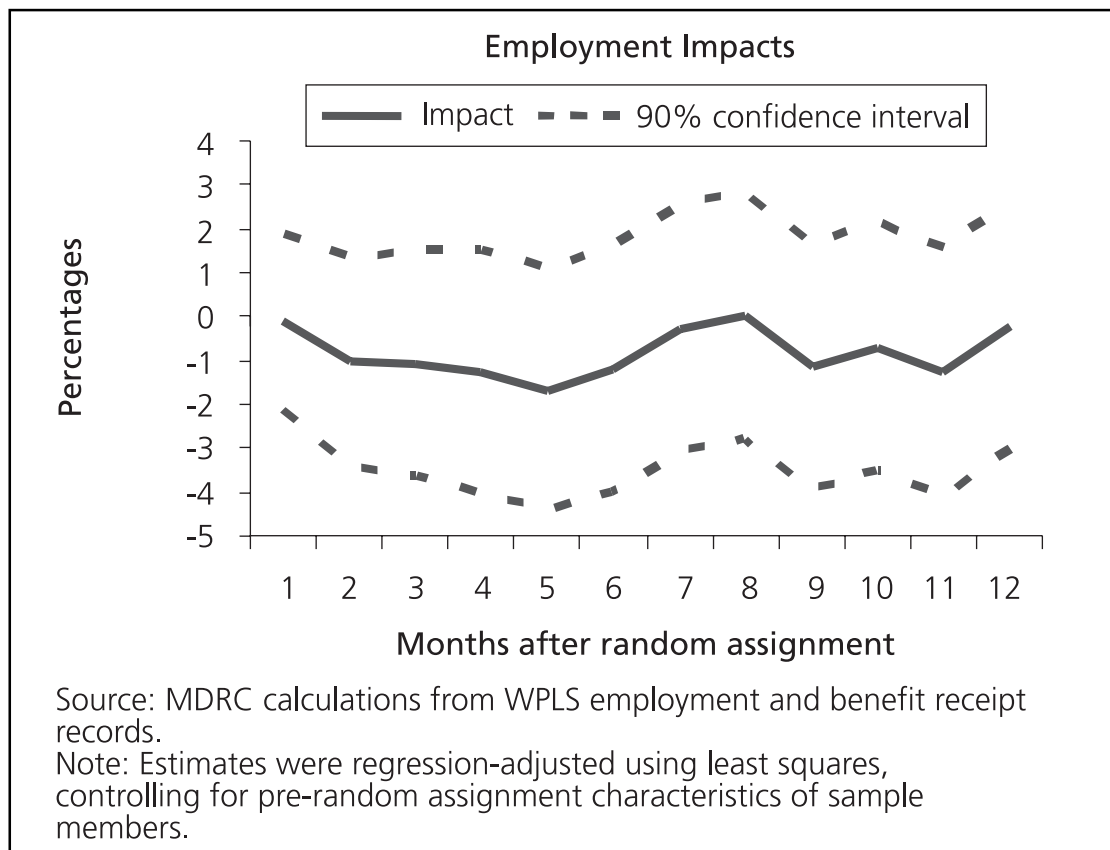
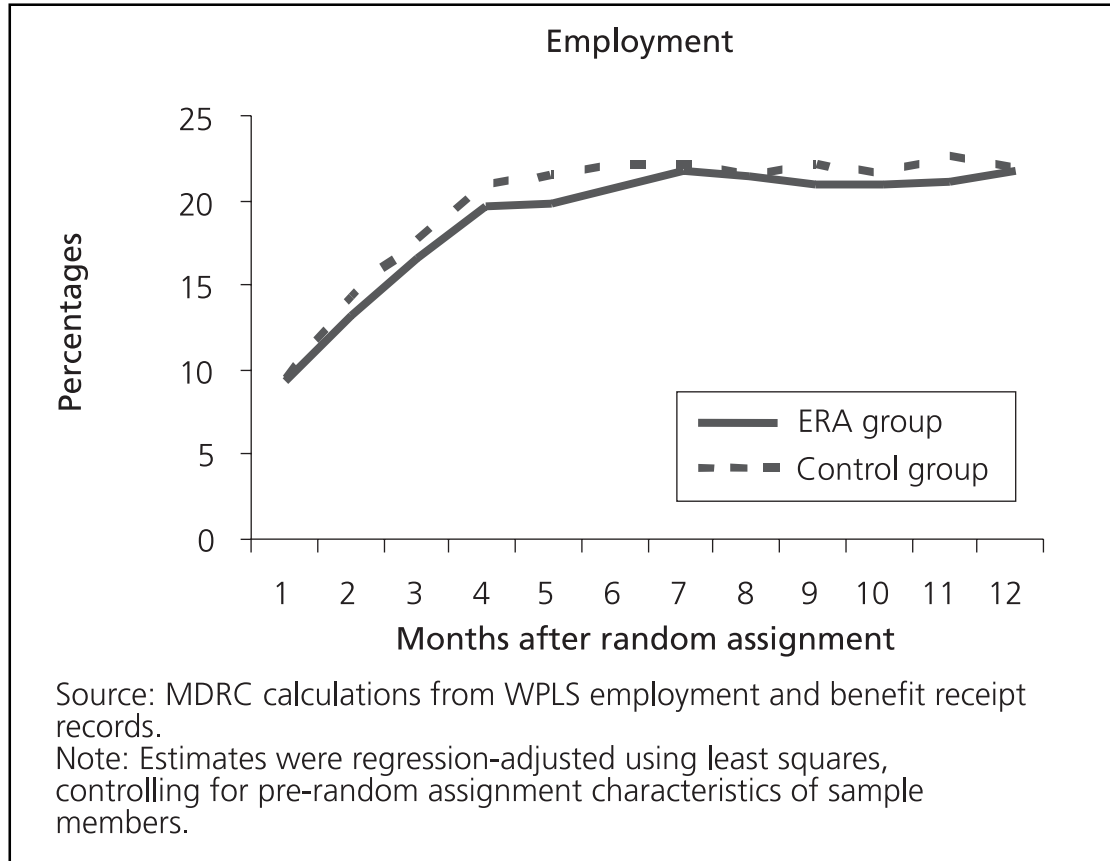


Figure EE.1 Continued

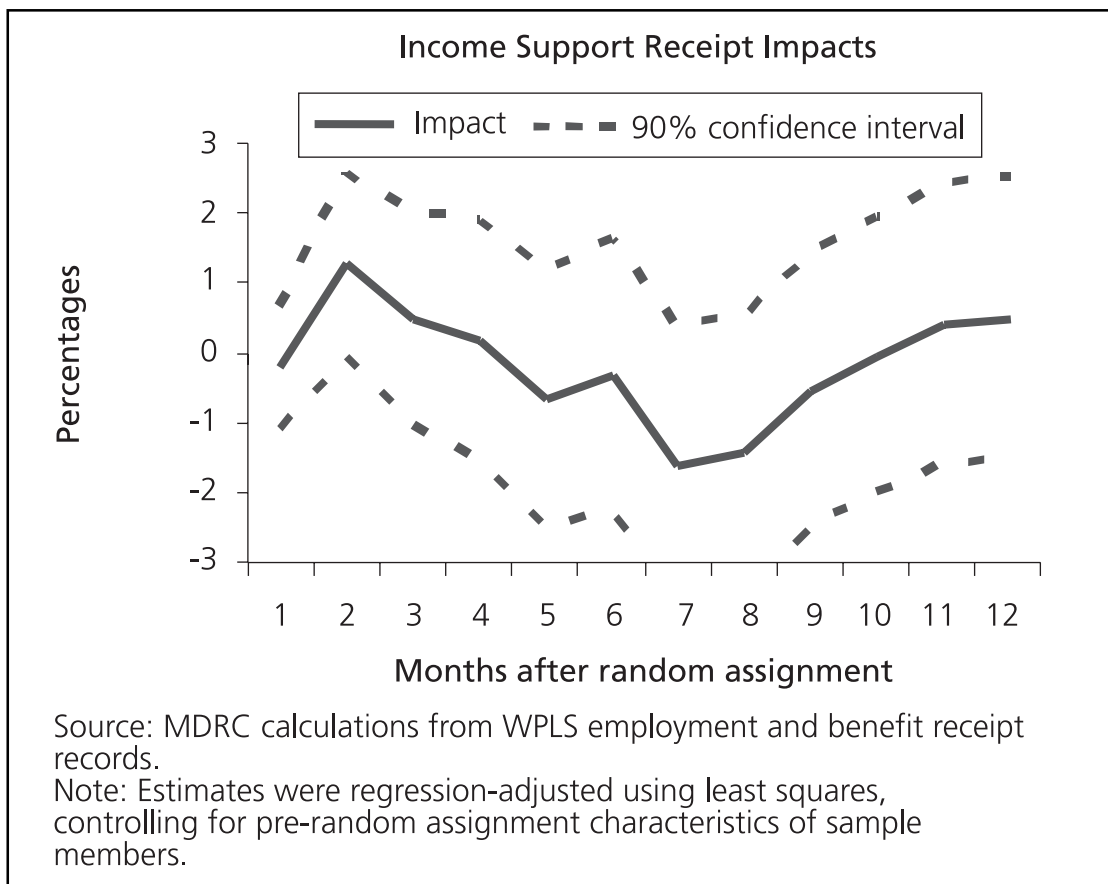
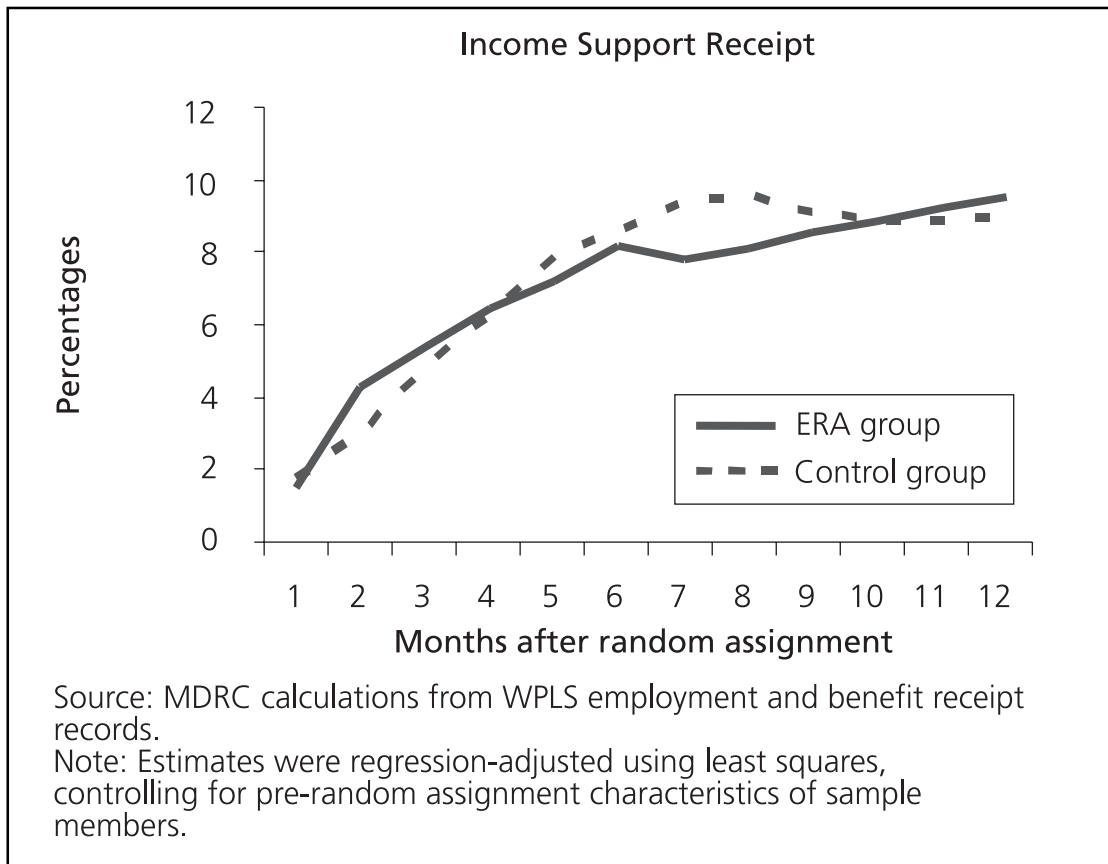


Figure EE.1 Continued

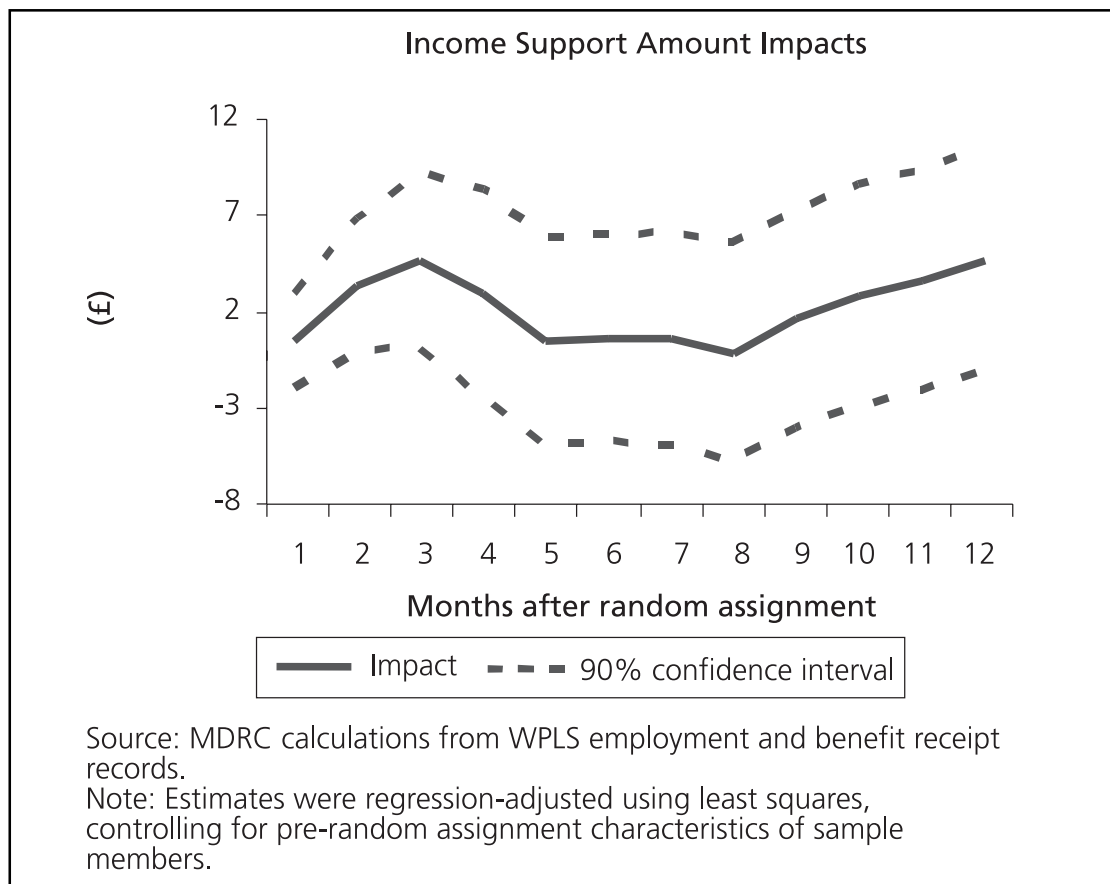
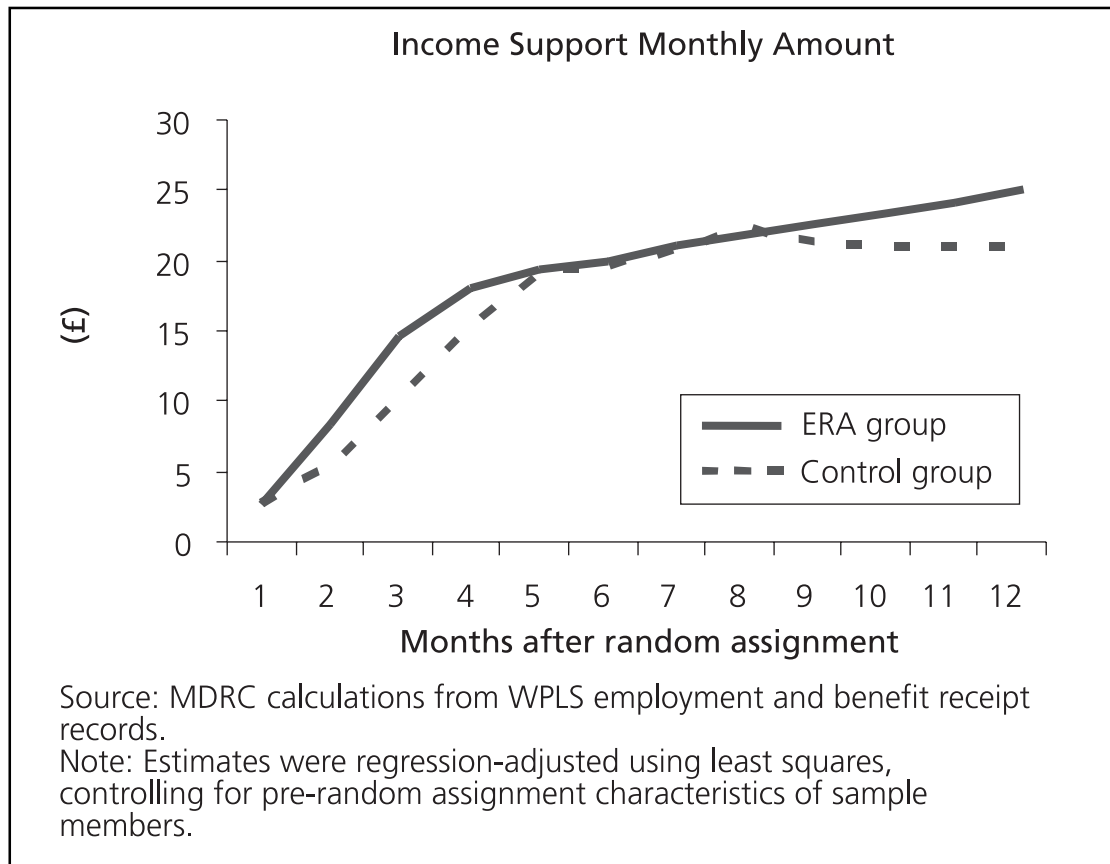


Figure EE.1 Continued

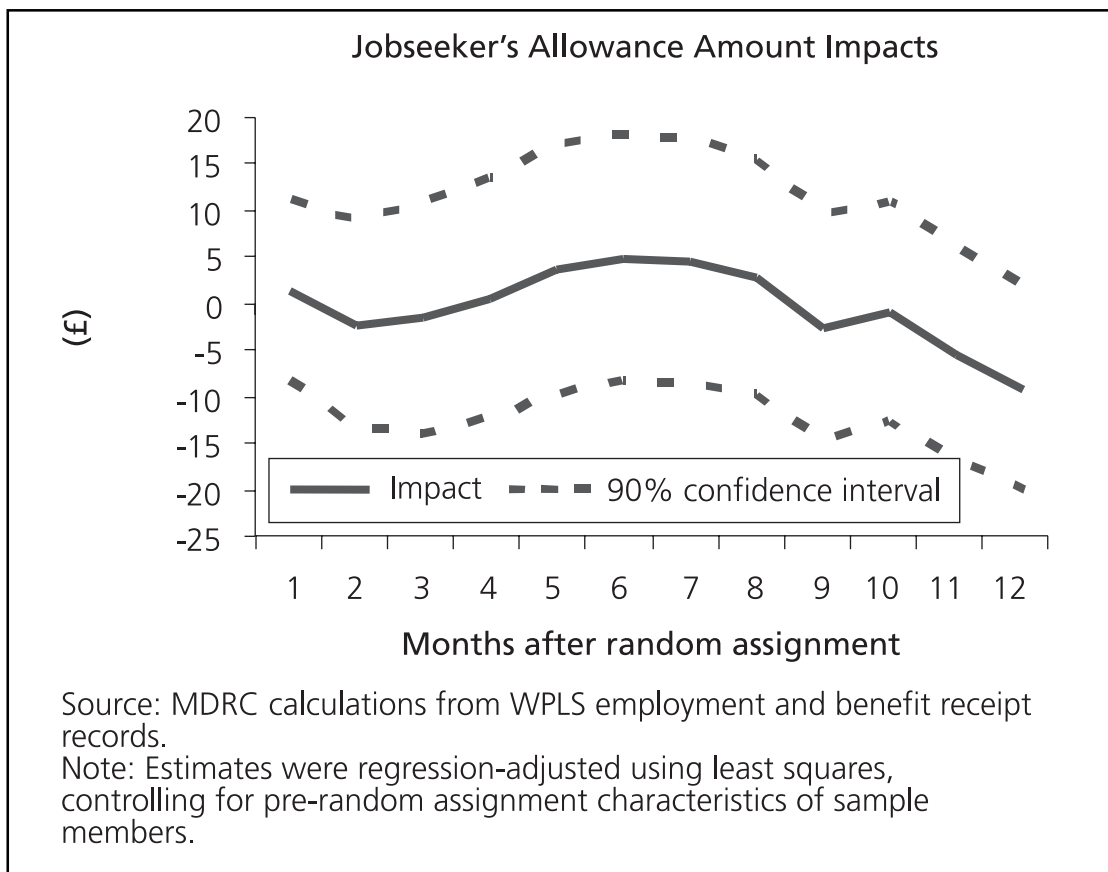
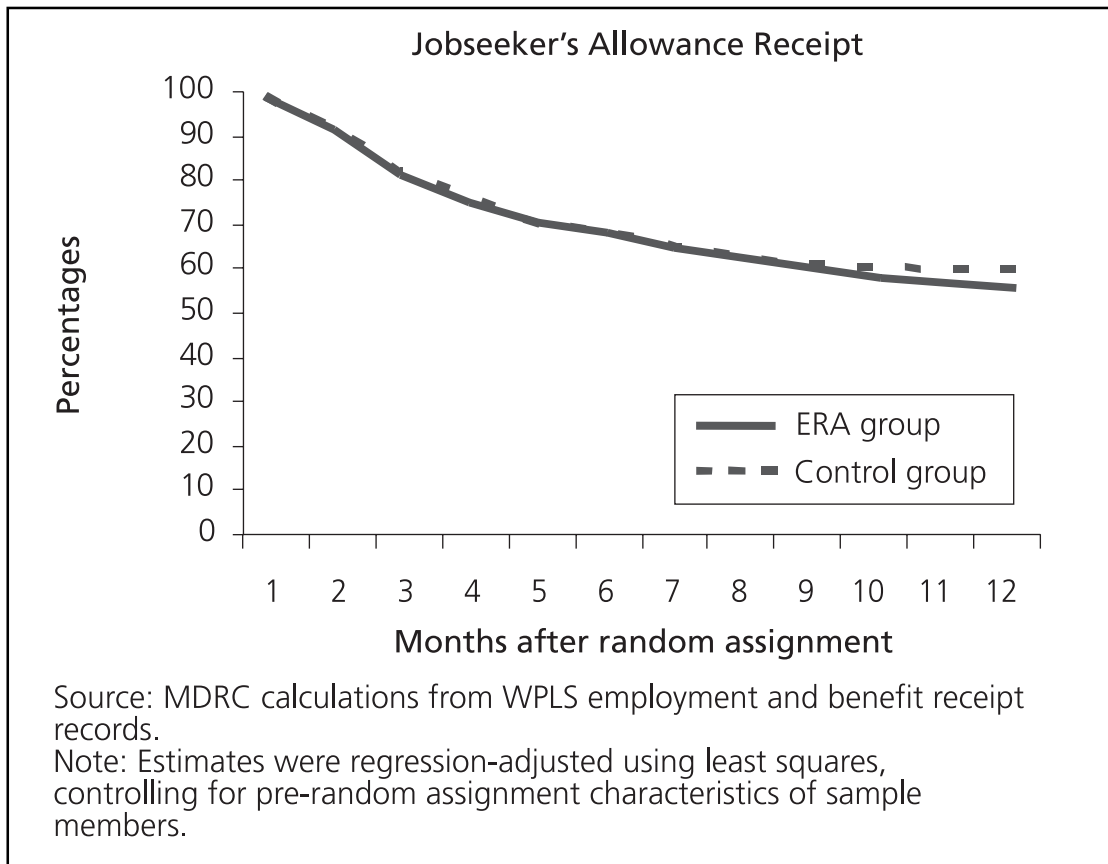


Figure EE.1 Continued

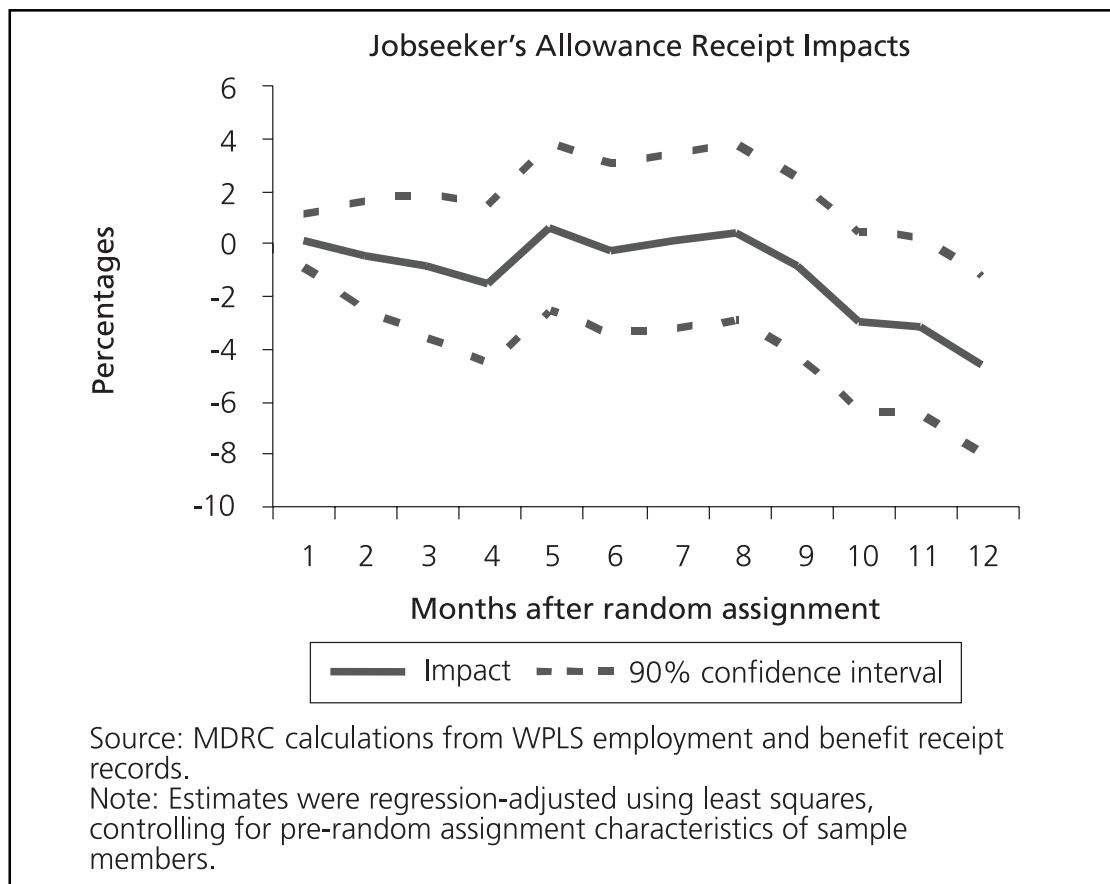
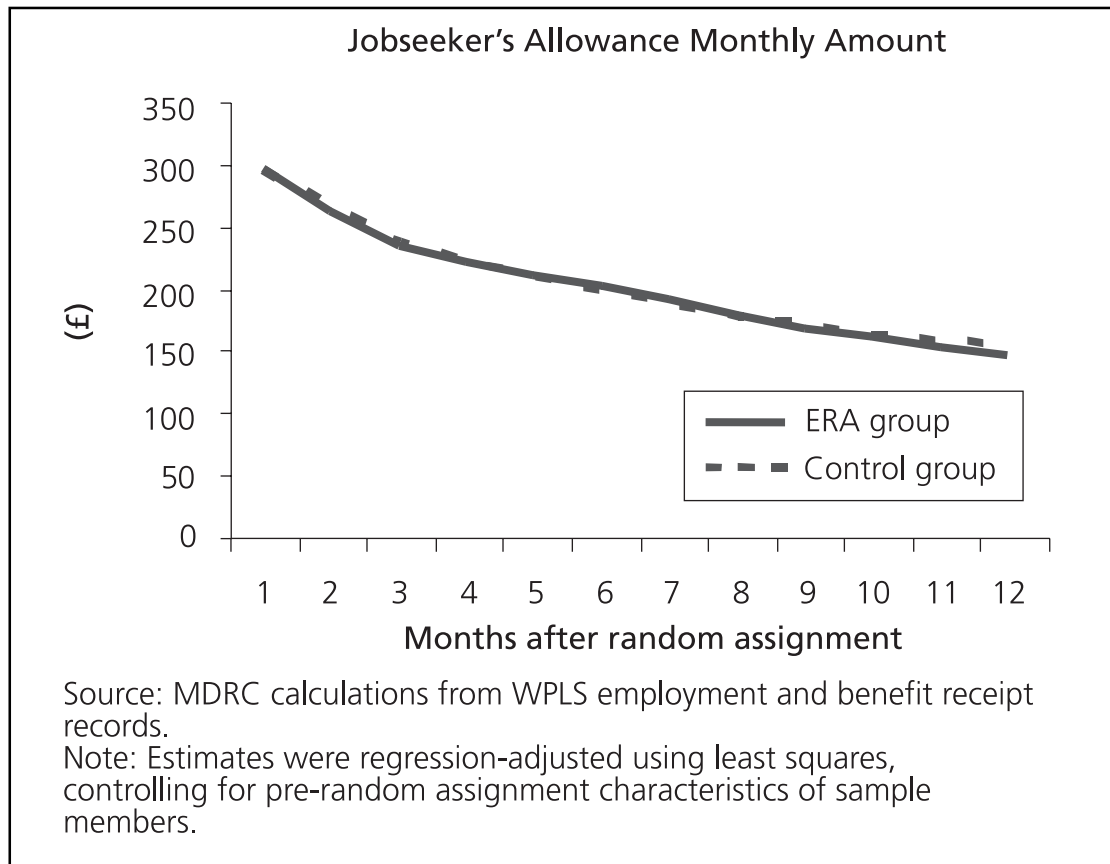


Figure EE.2 Employment and benefit receipt for New Deal 25 Plus customers, East Midlands

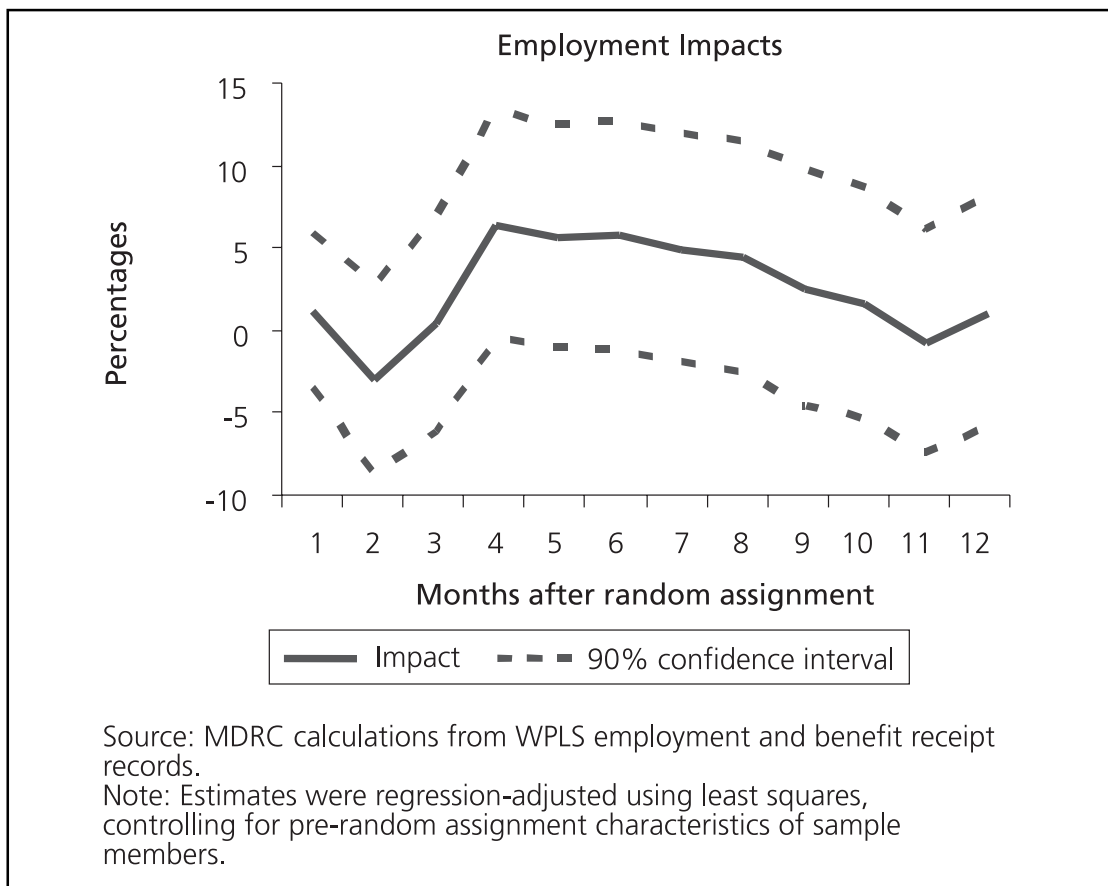
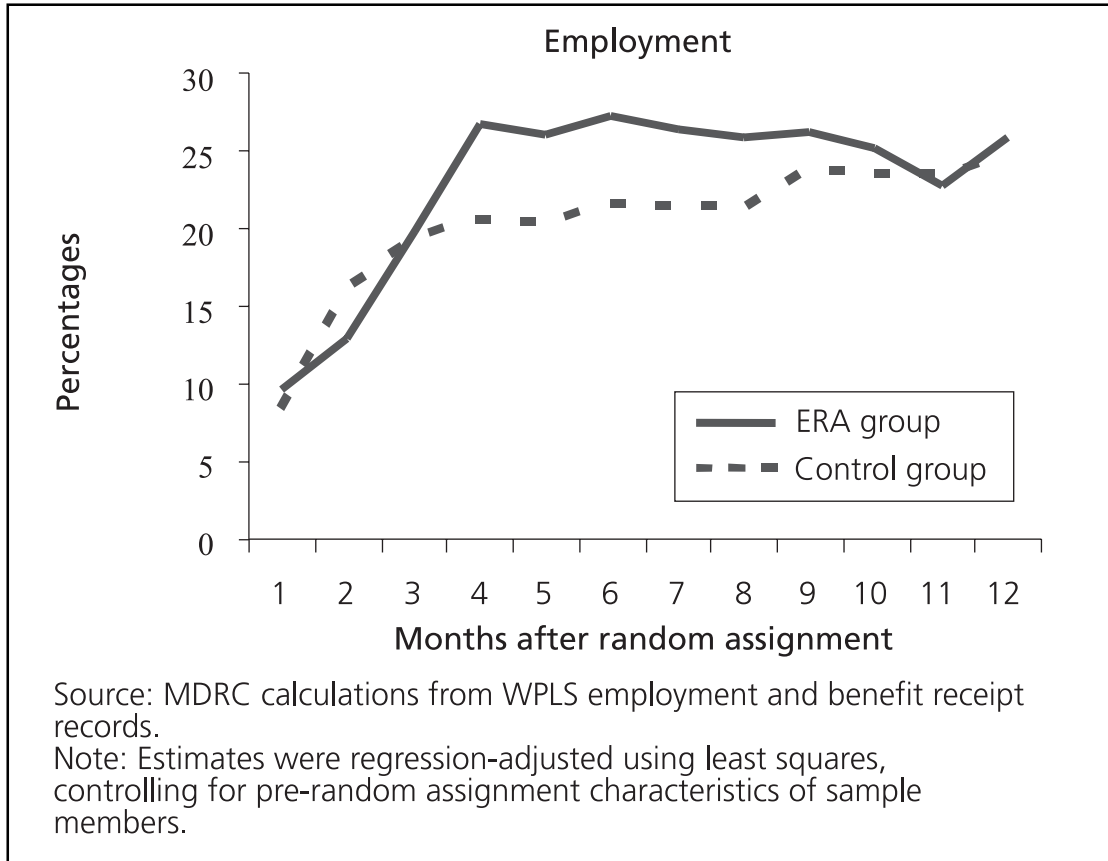


Figure EE.2 Continued

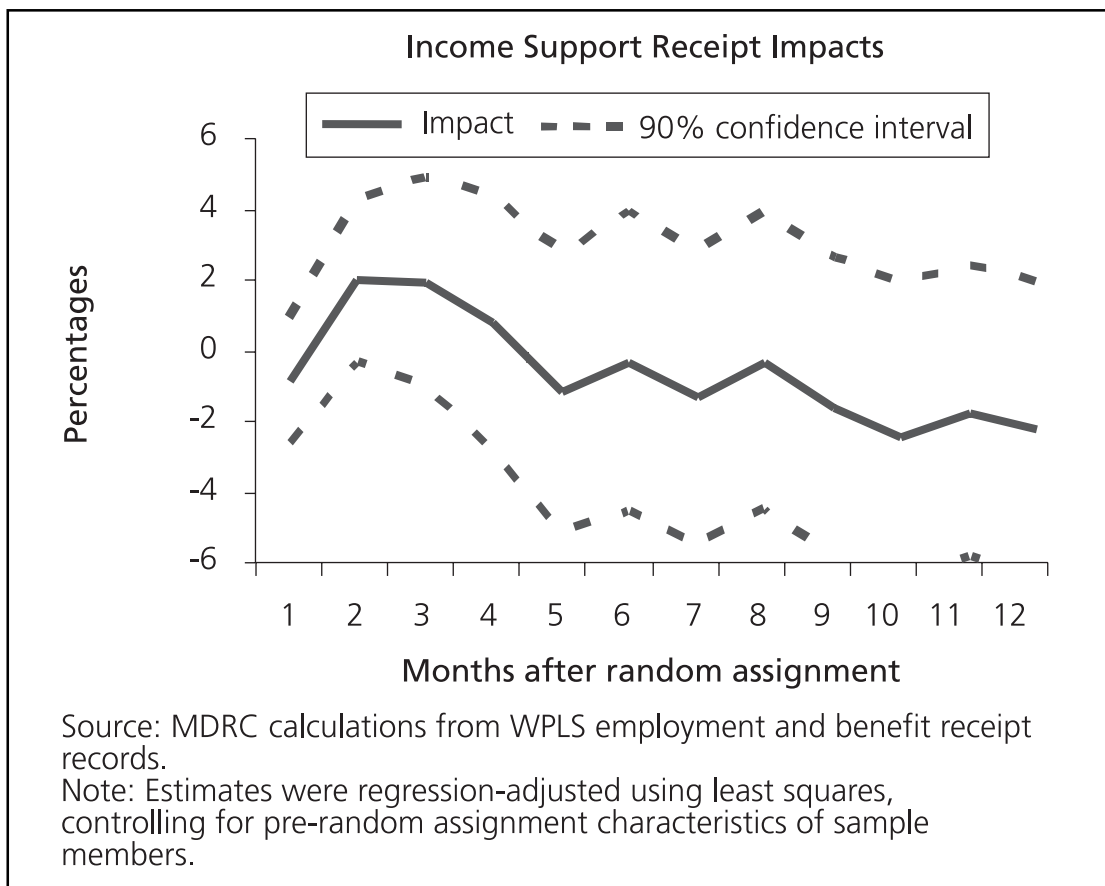
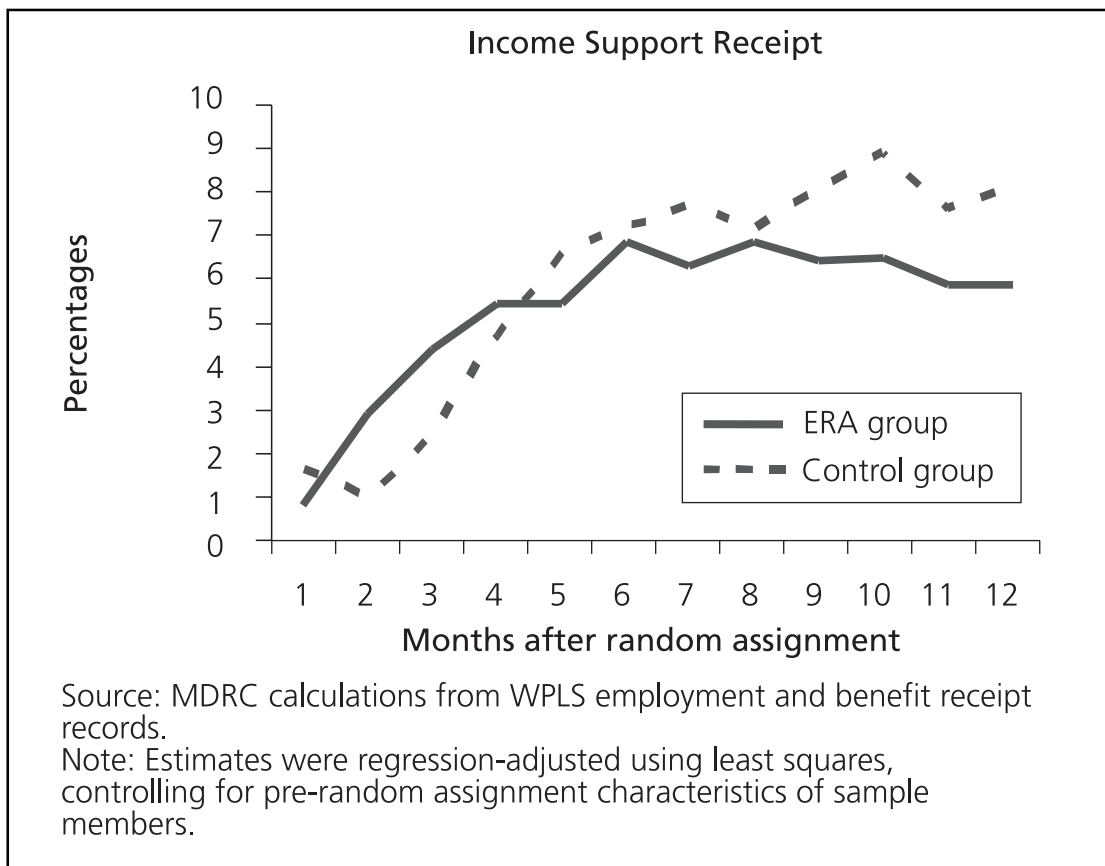


Figure EE.2 Continued

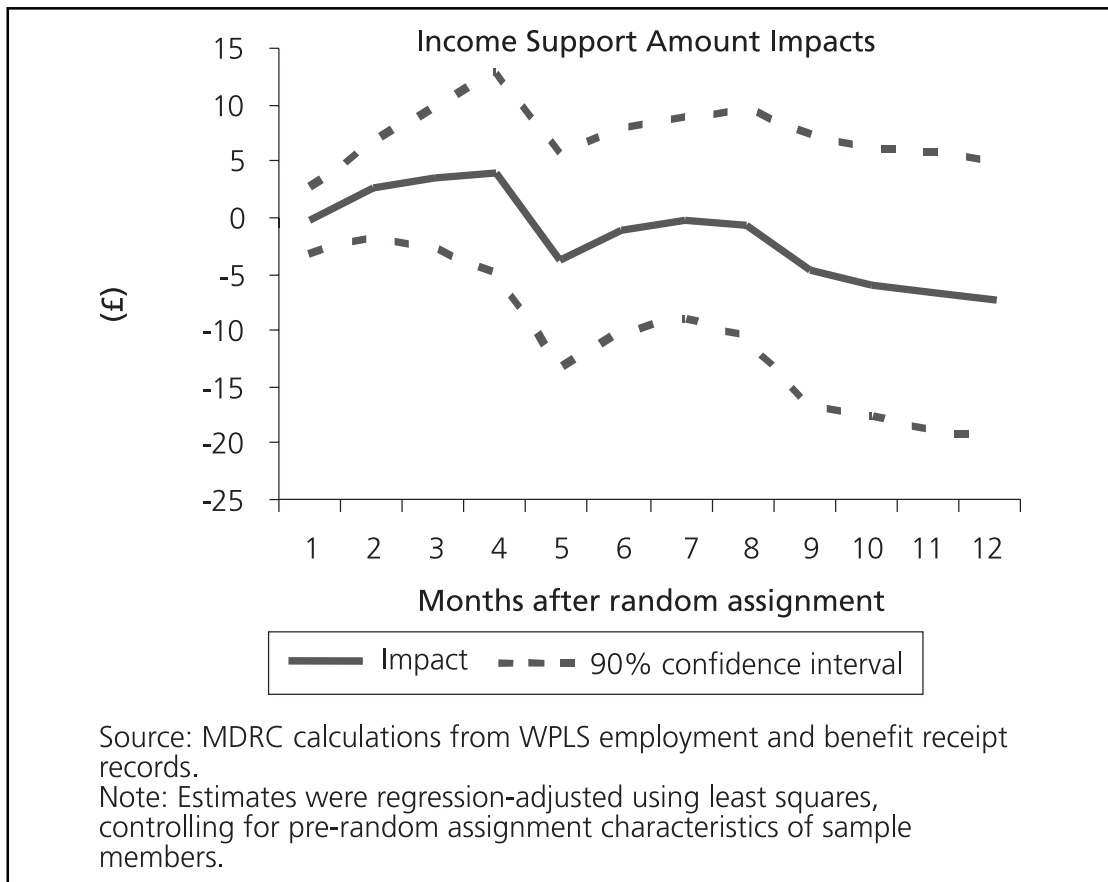
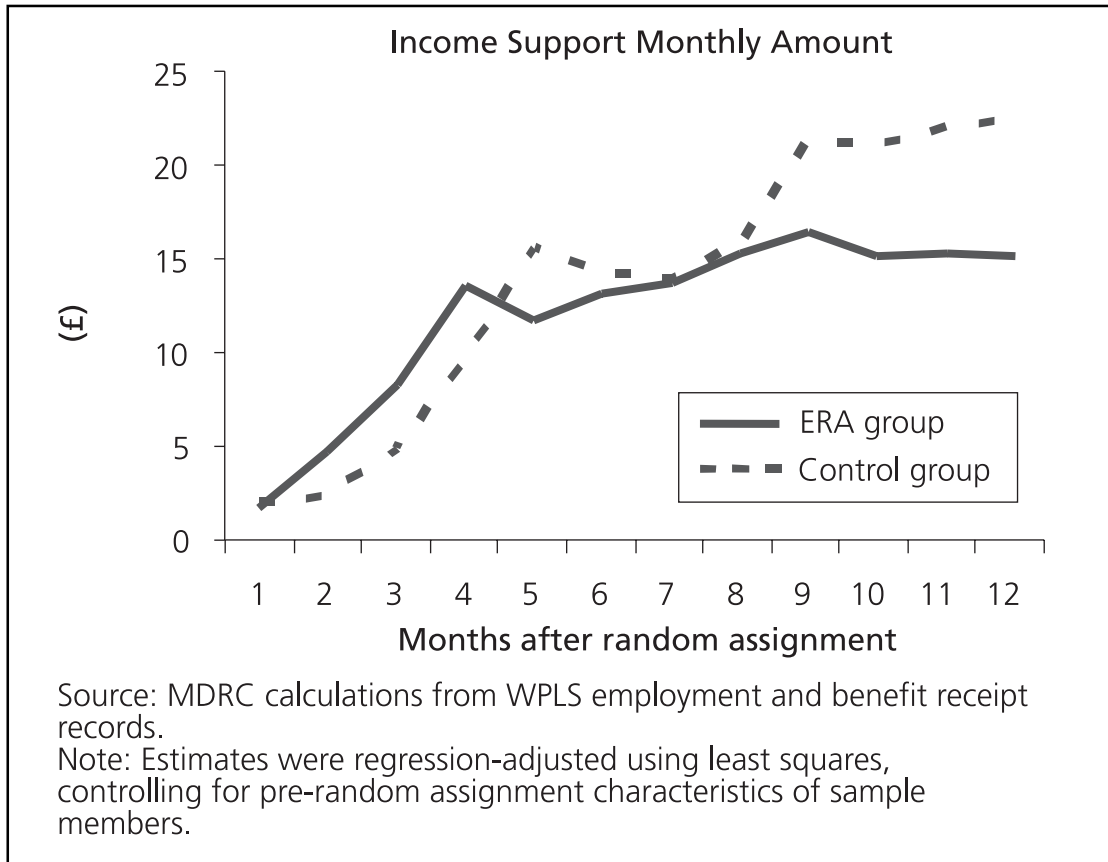


Figure EE.2 Continued

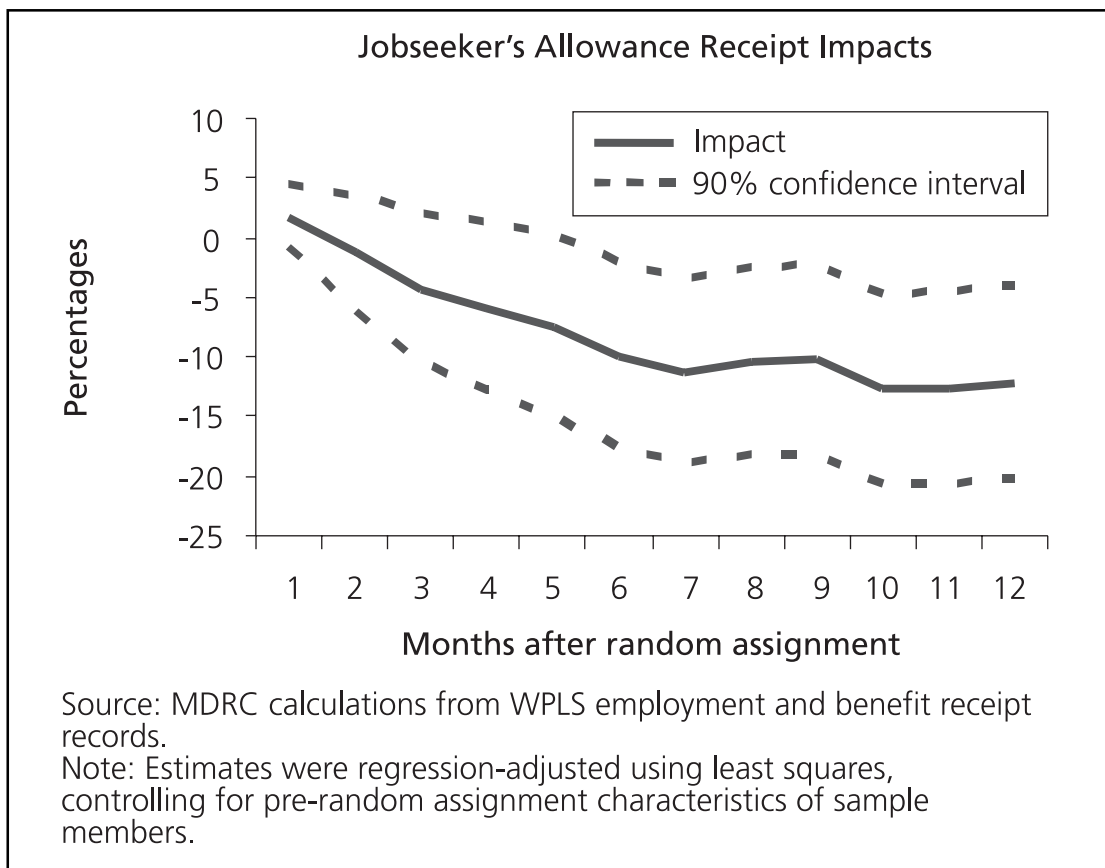
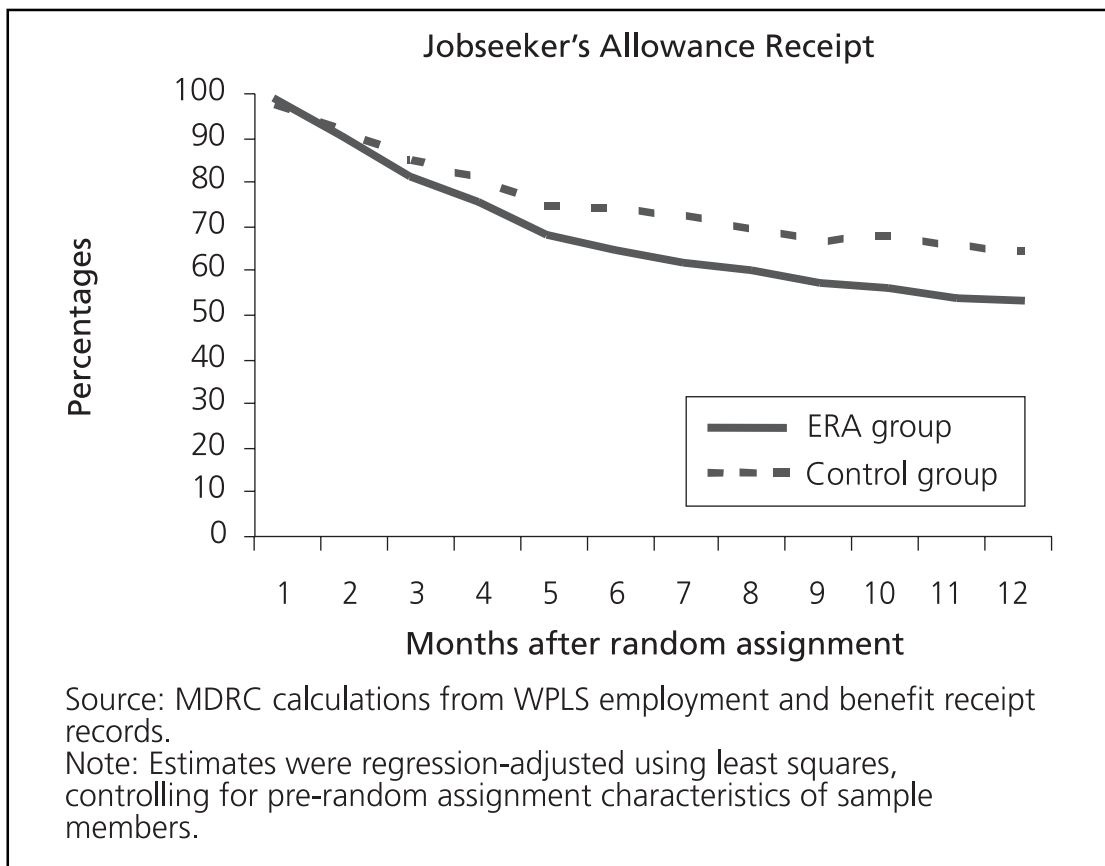


Figure EE.2 Continued

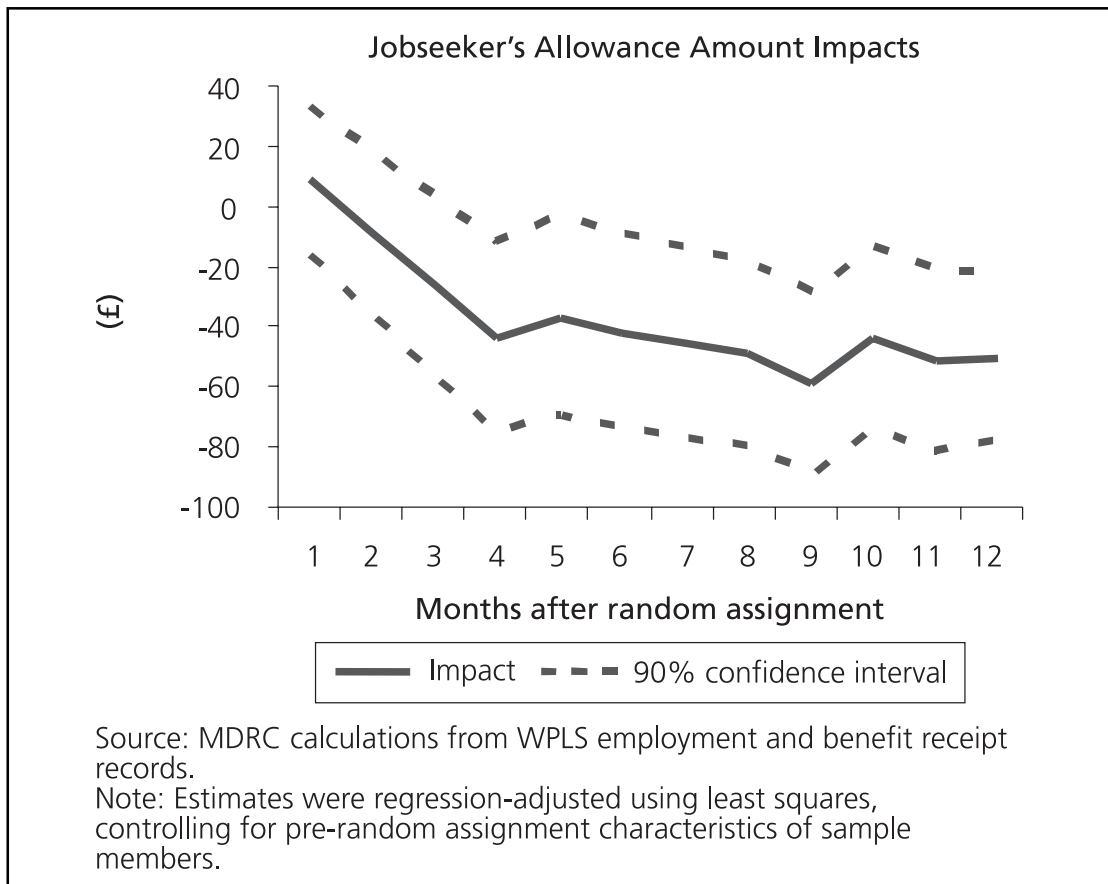
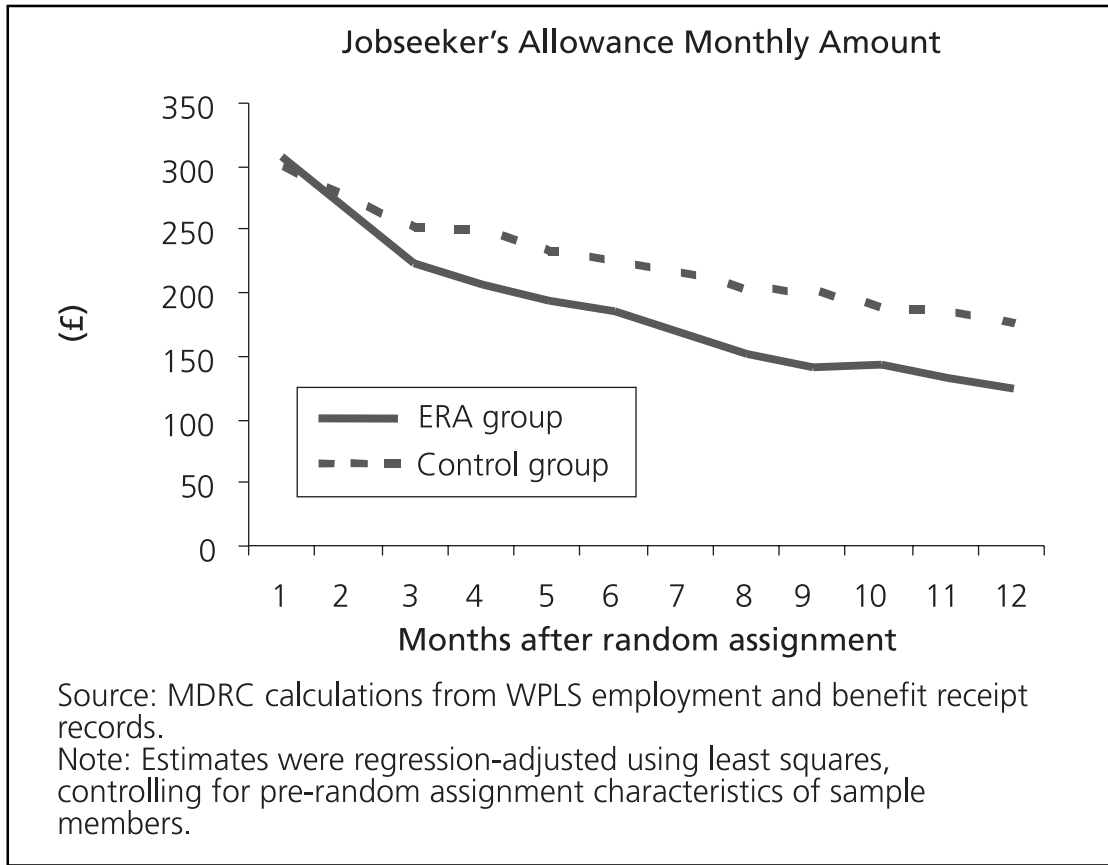


Figure EE.3 Employment and benefit receipt for New Deal 25 Plus customers, London

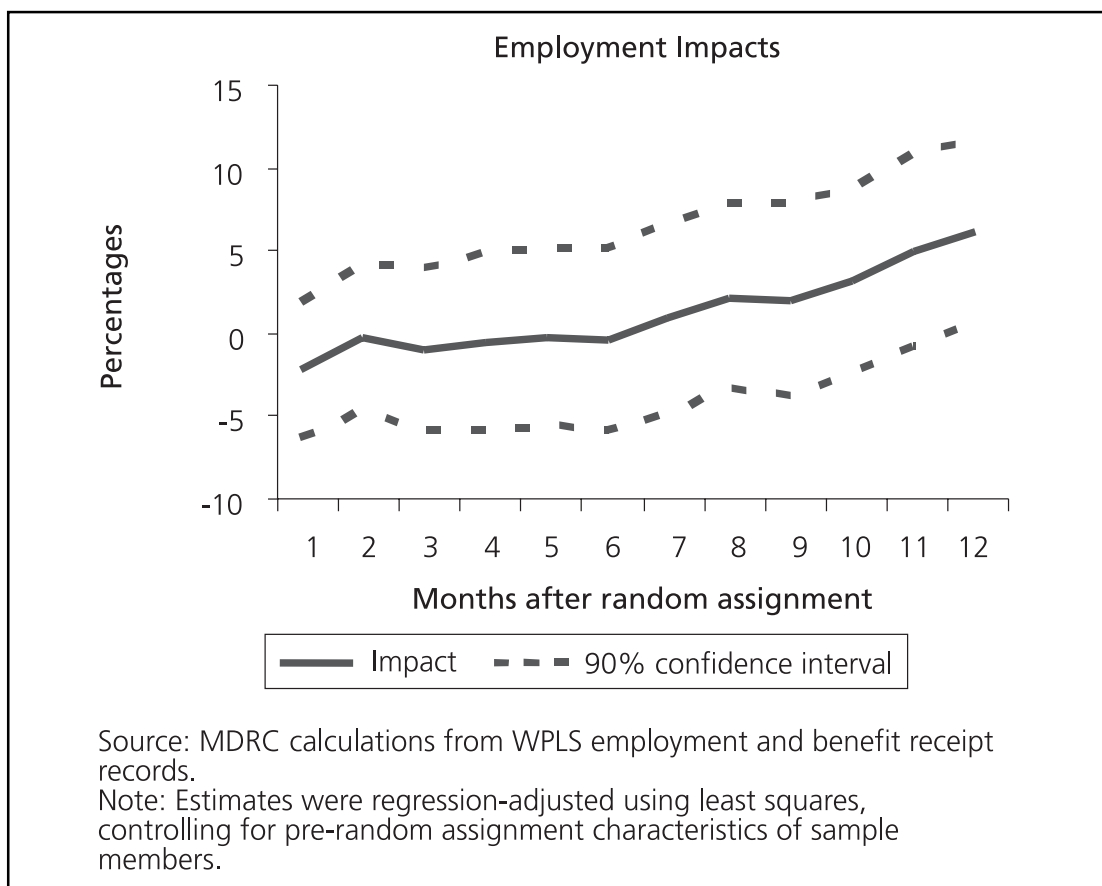
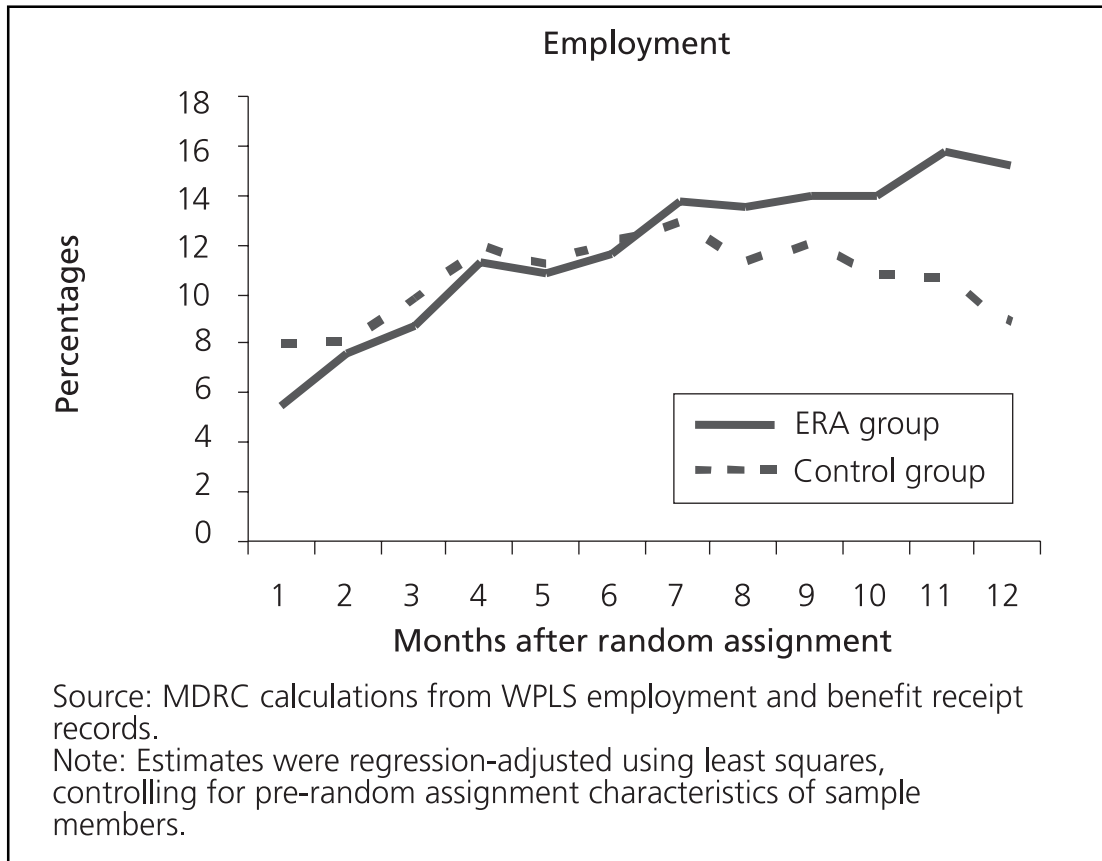


Figure EE.3 Continued

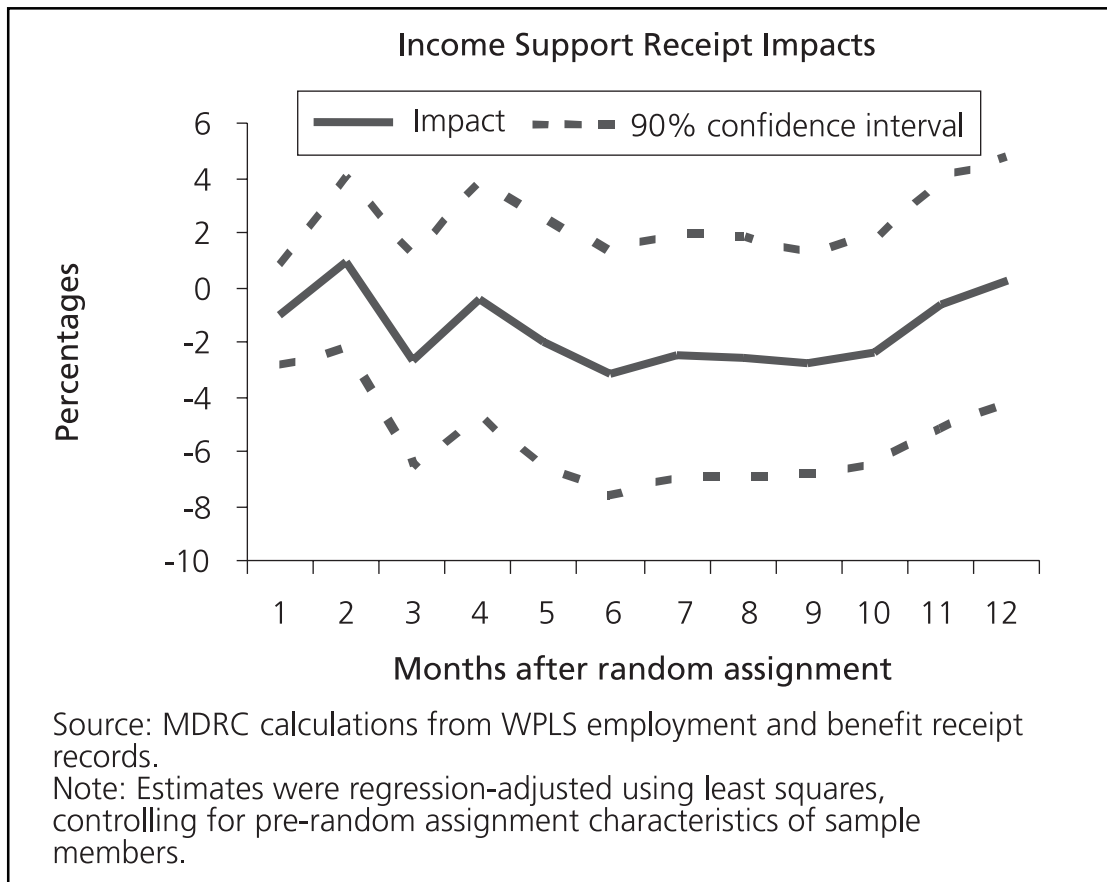
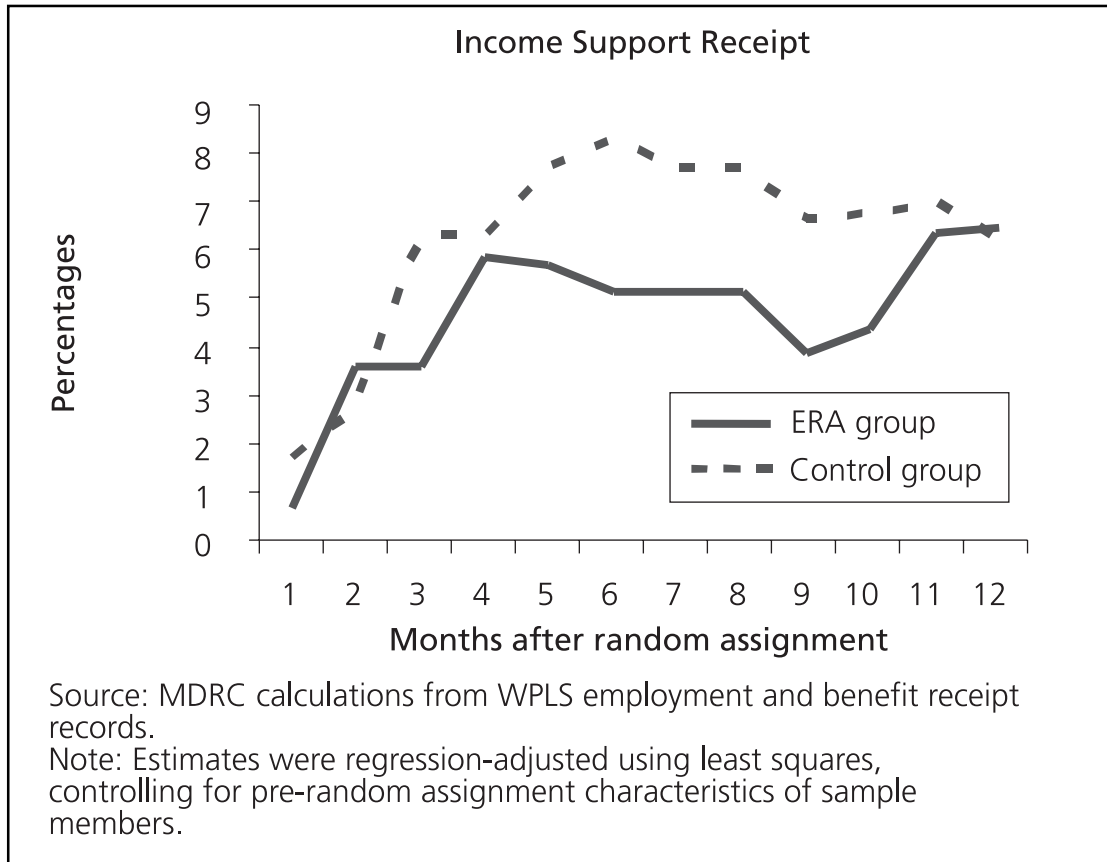


Figure EE.3 Continued

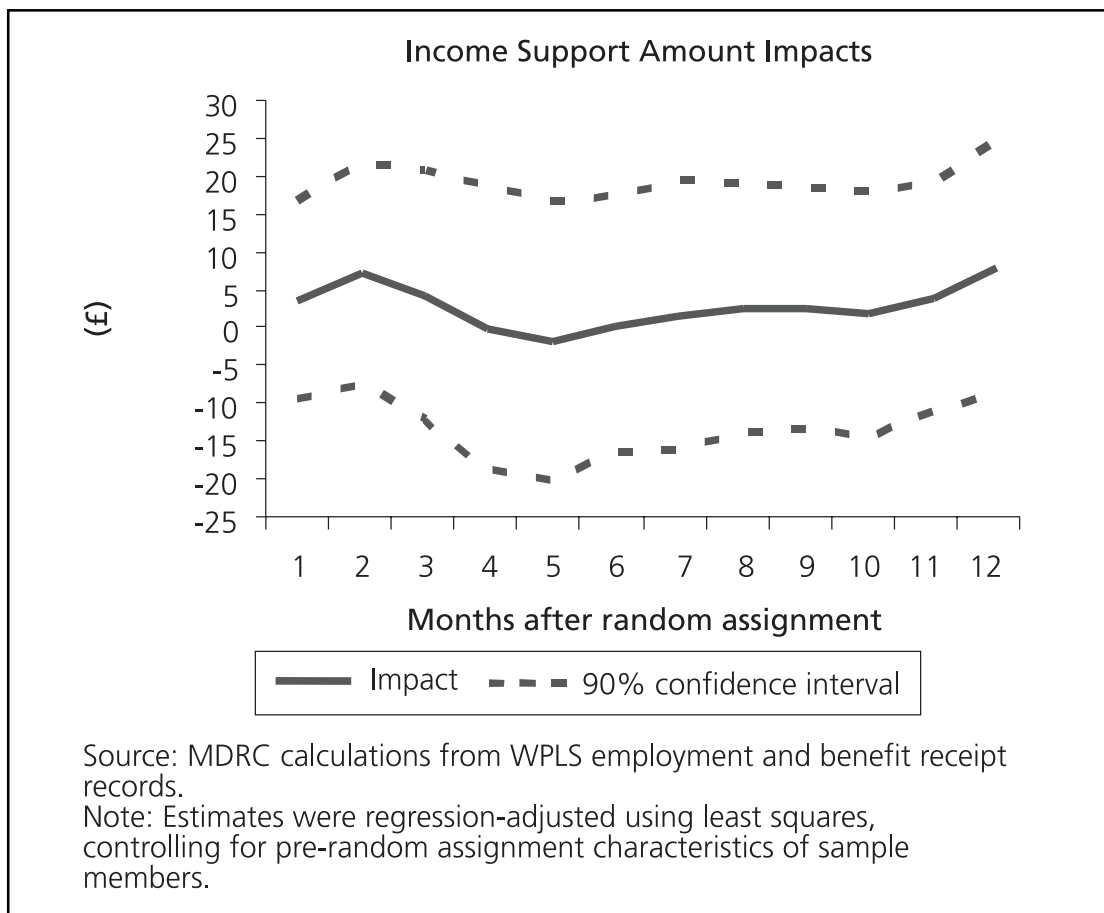
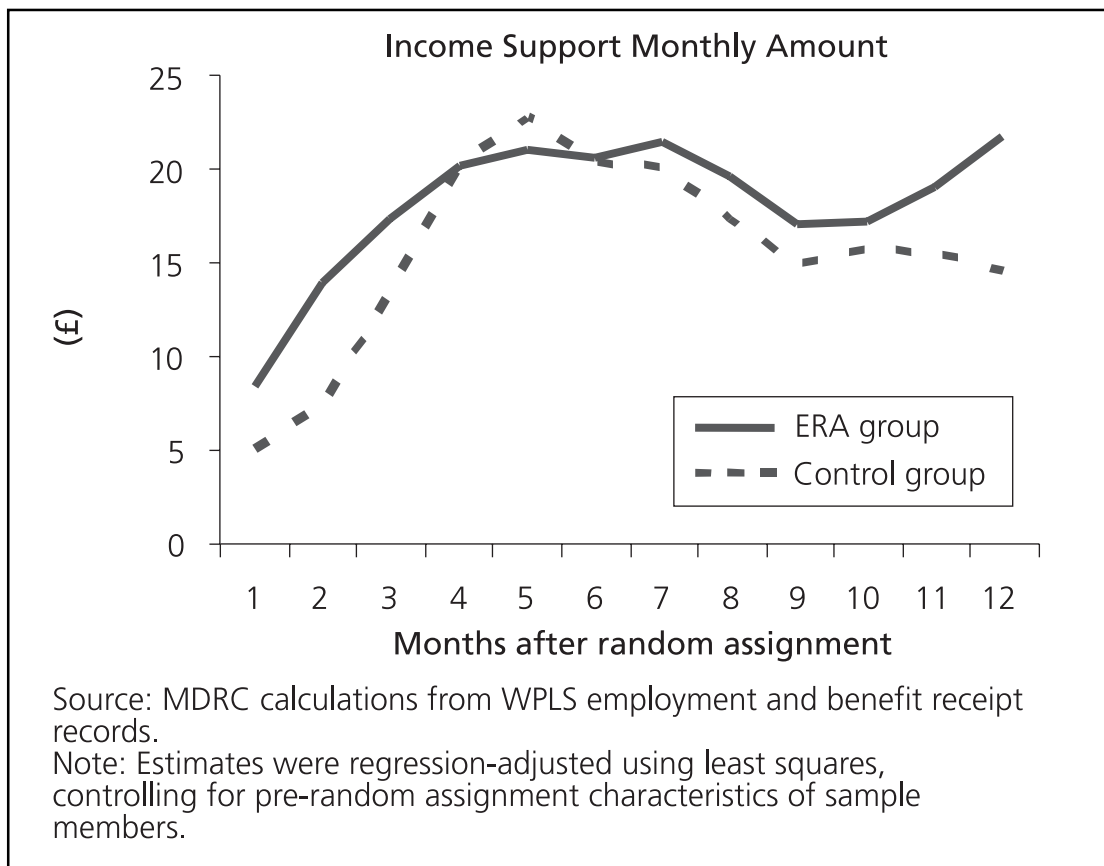


Figure EE.3 Continued

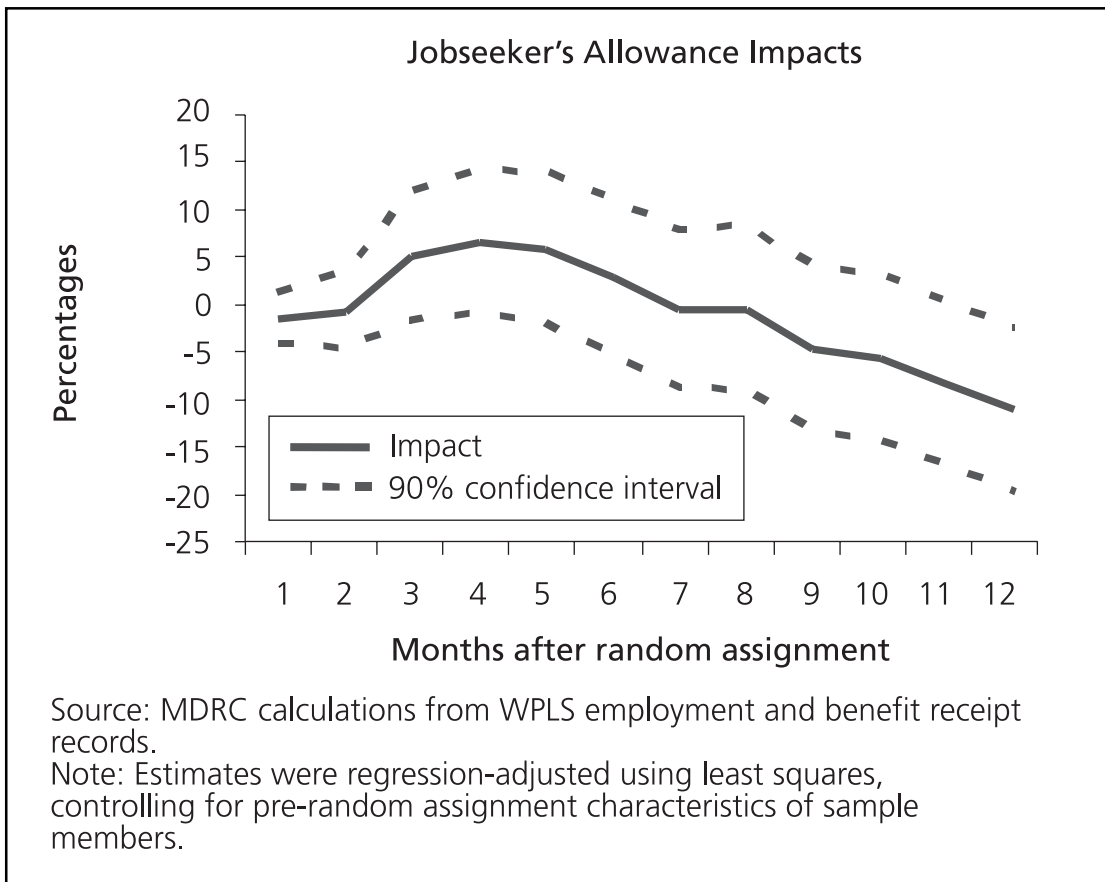
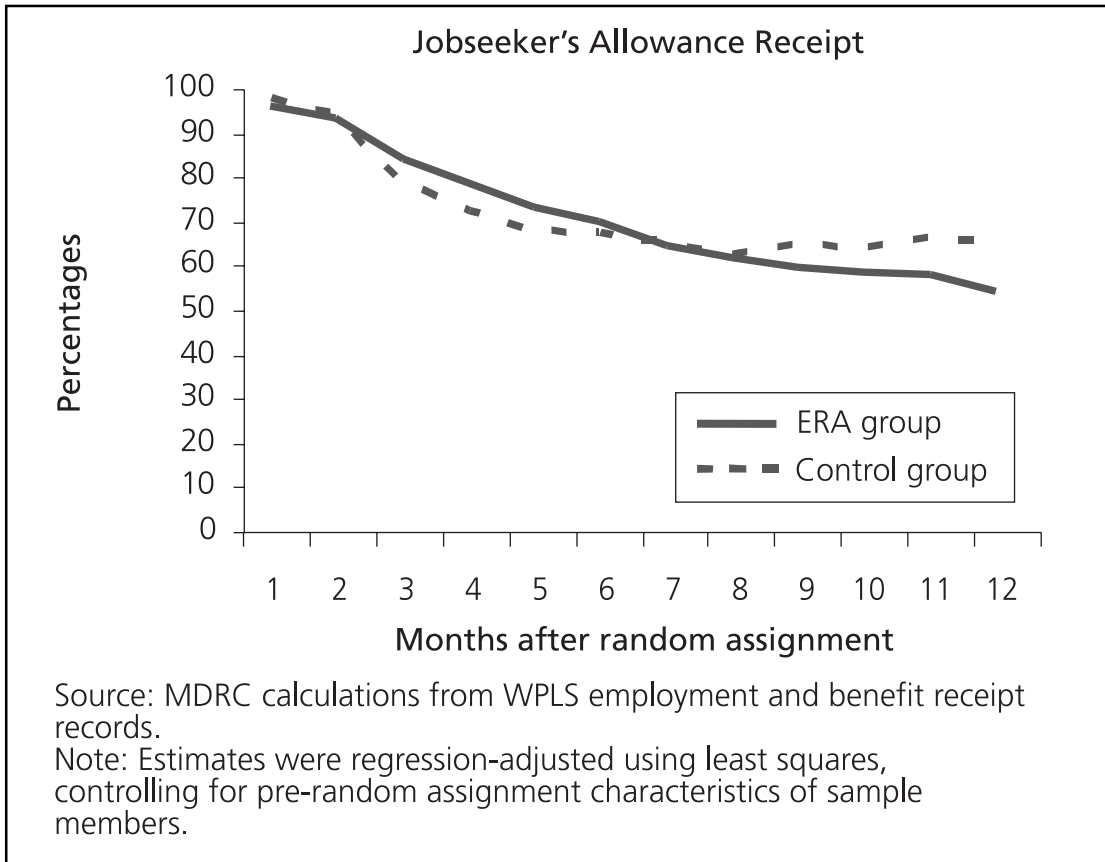


Figure EE.3 Continued

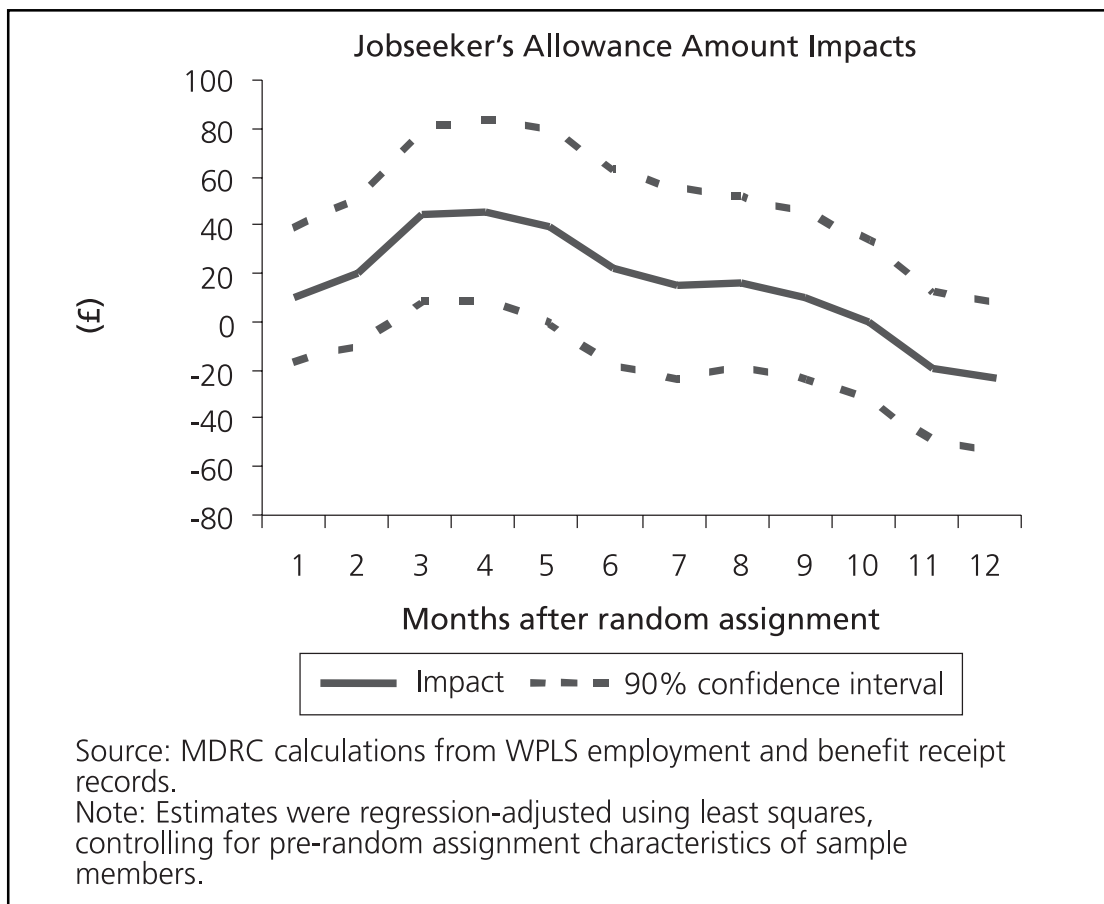
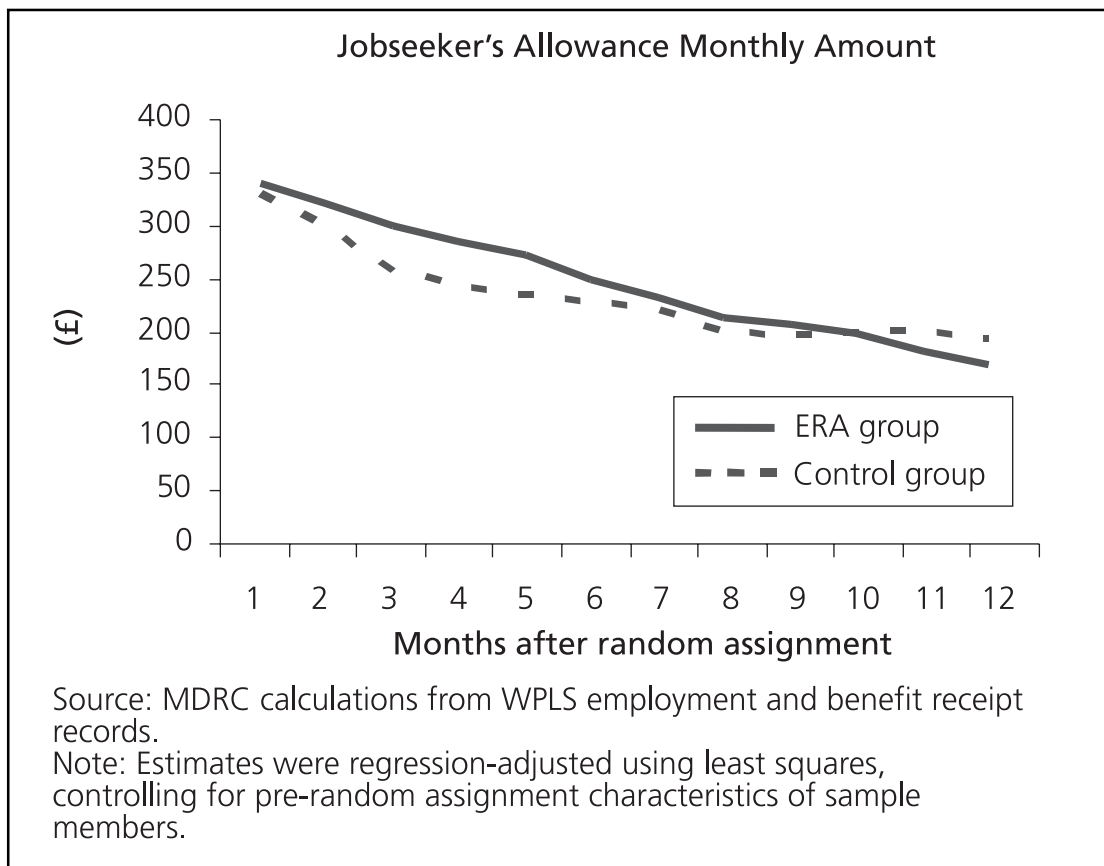


Figure EE.4 Employment and benefit receipt for New Deal 25 Plus customers, North East England

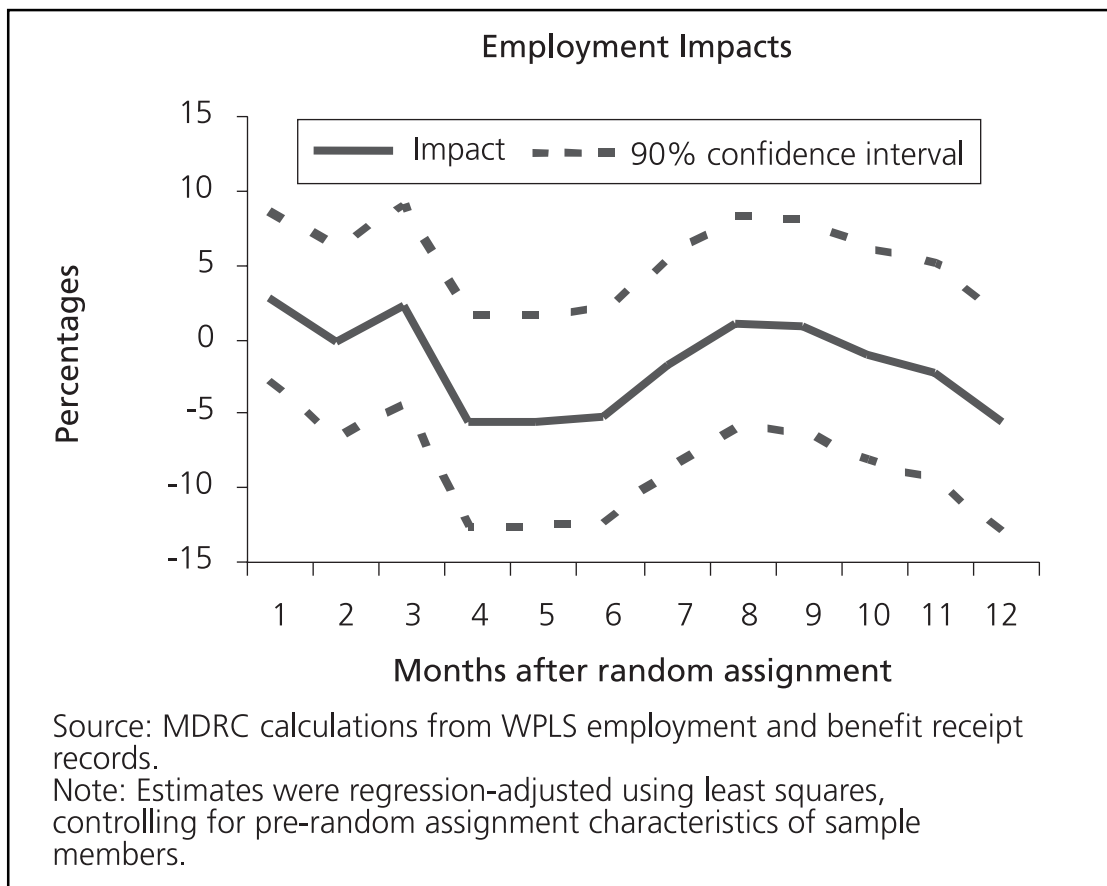
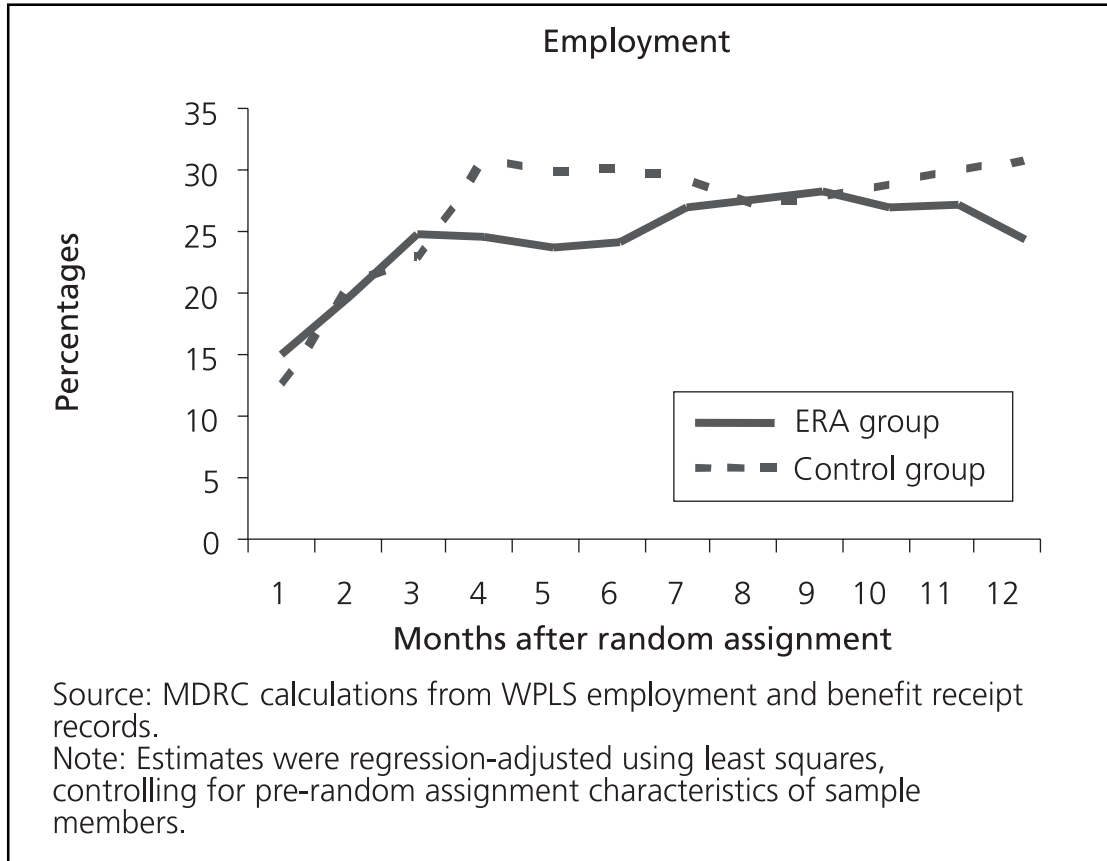


Figure EE.4 Continued

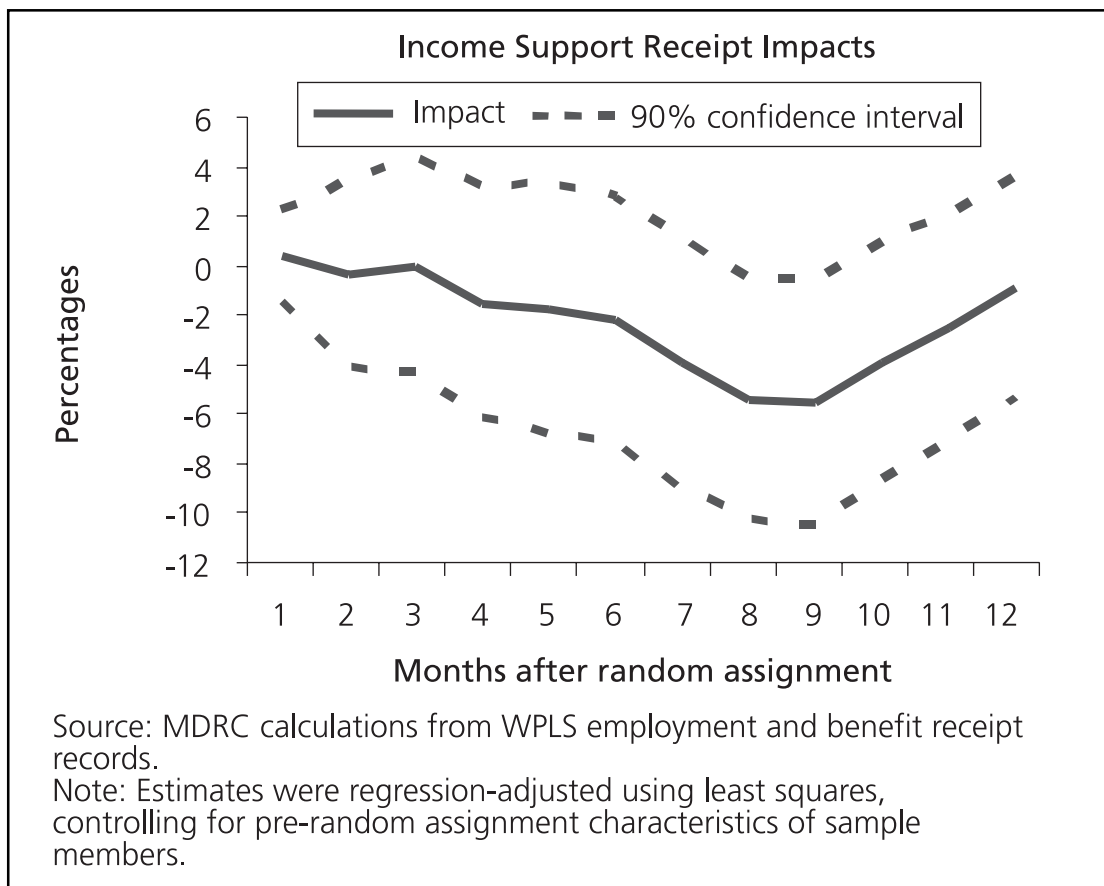
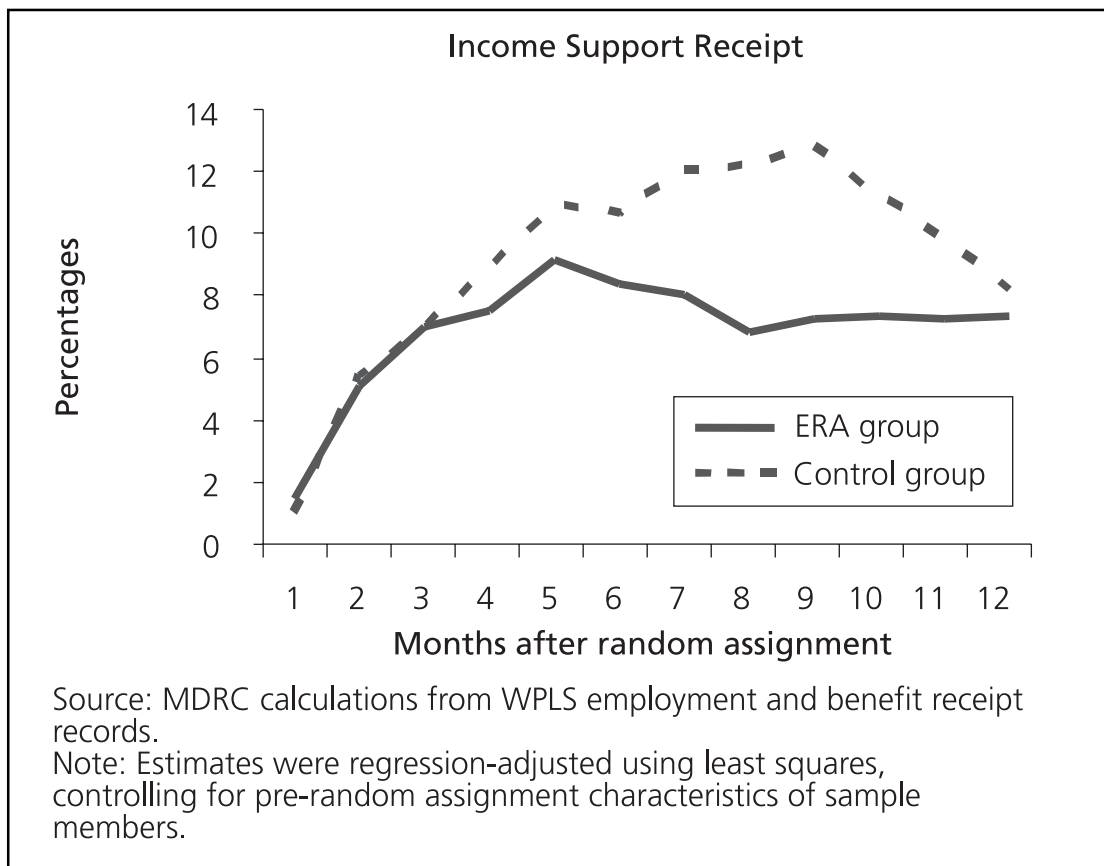


Figure EE.4 Continued

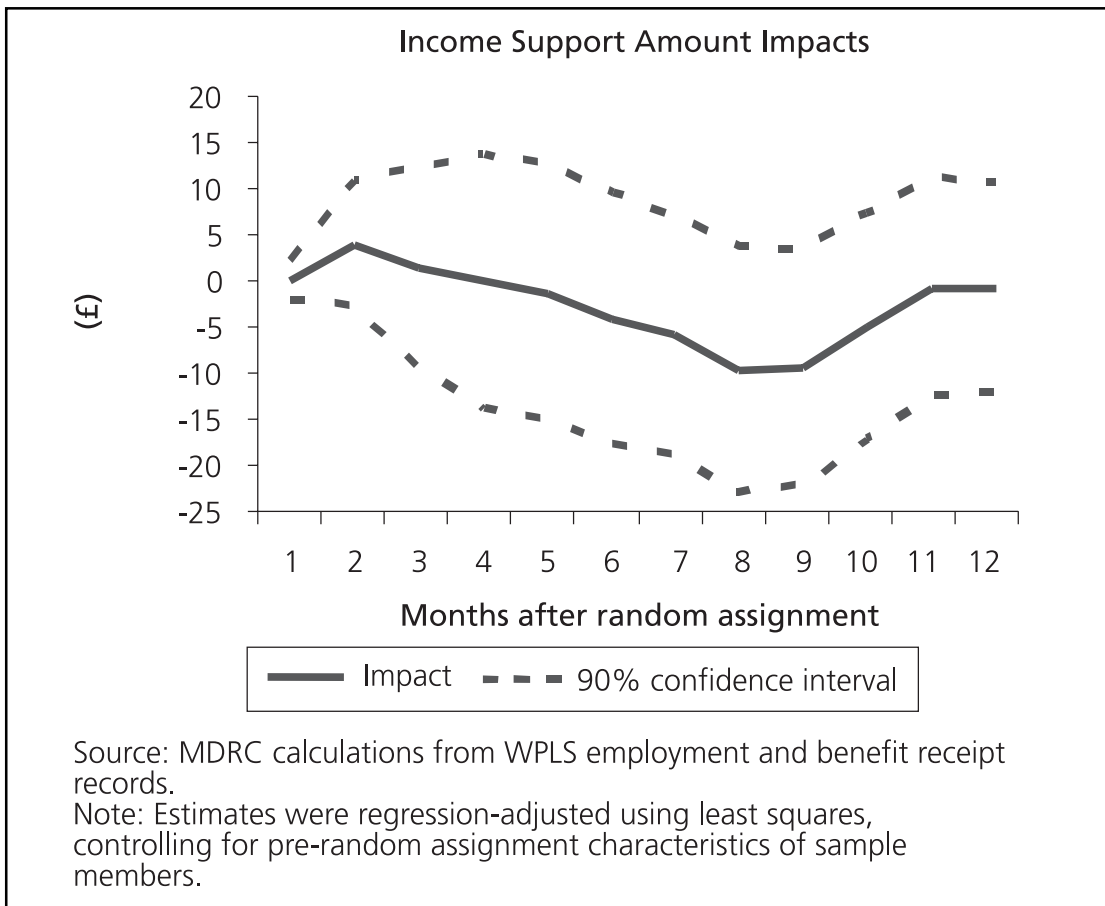
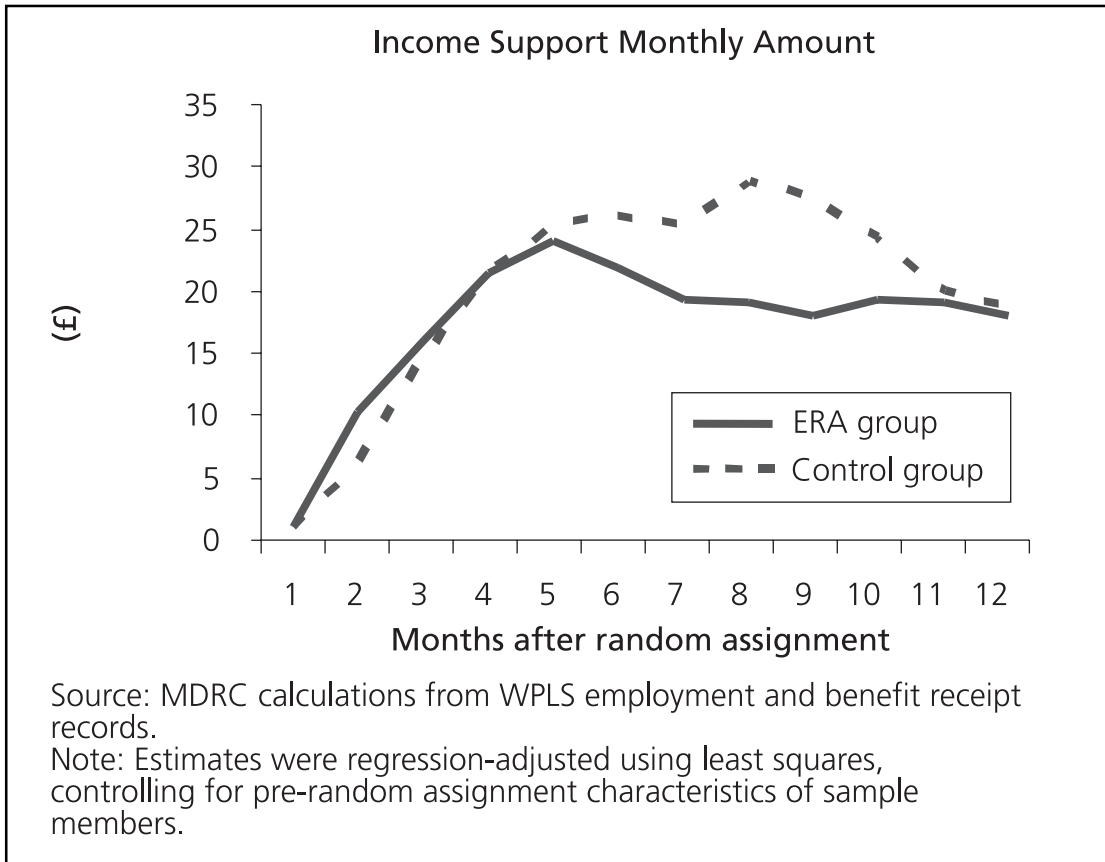


Figure EE.4 Continued

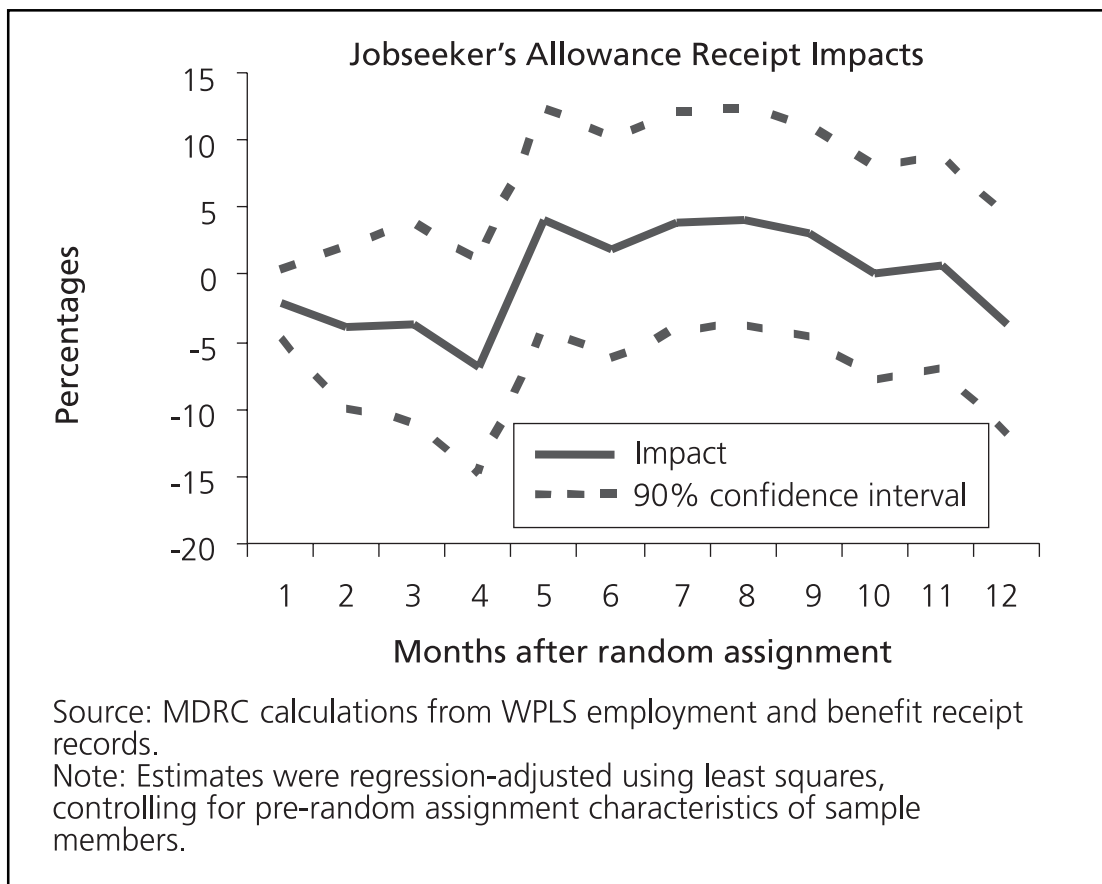
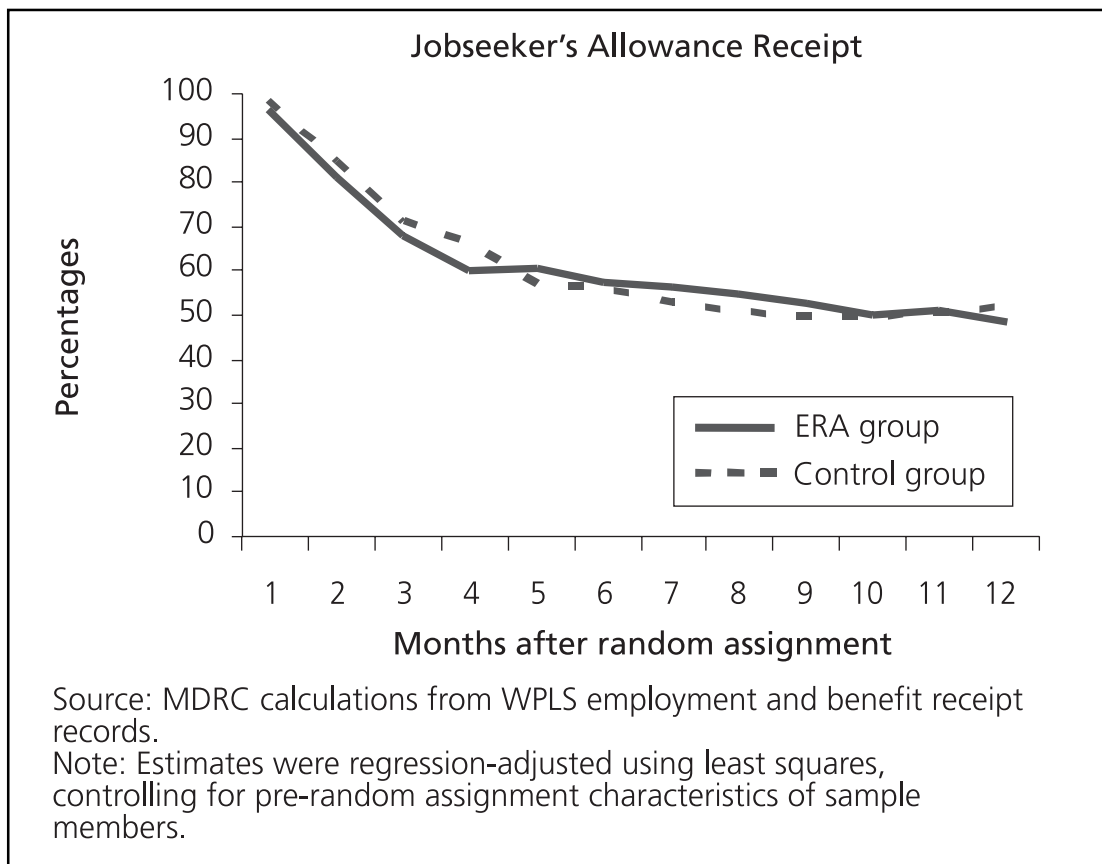


Figure EE.4 Continued

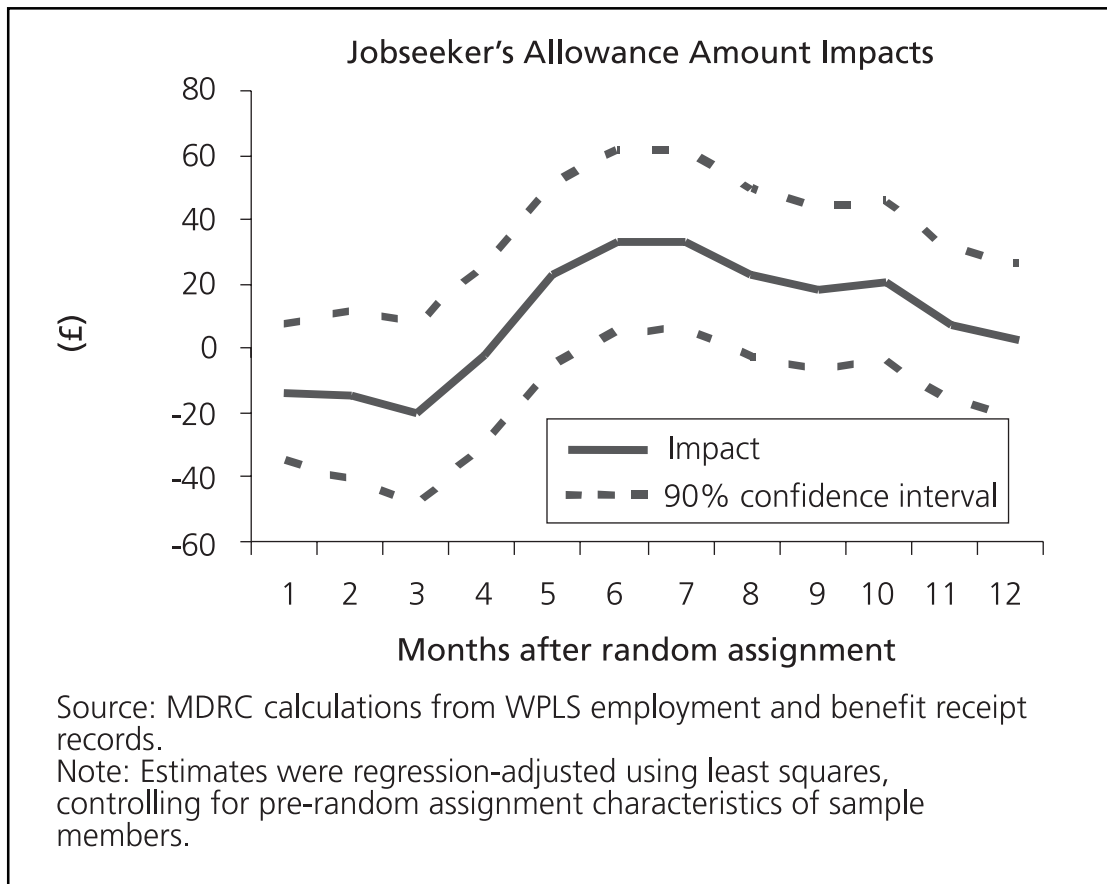
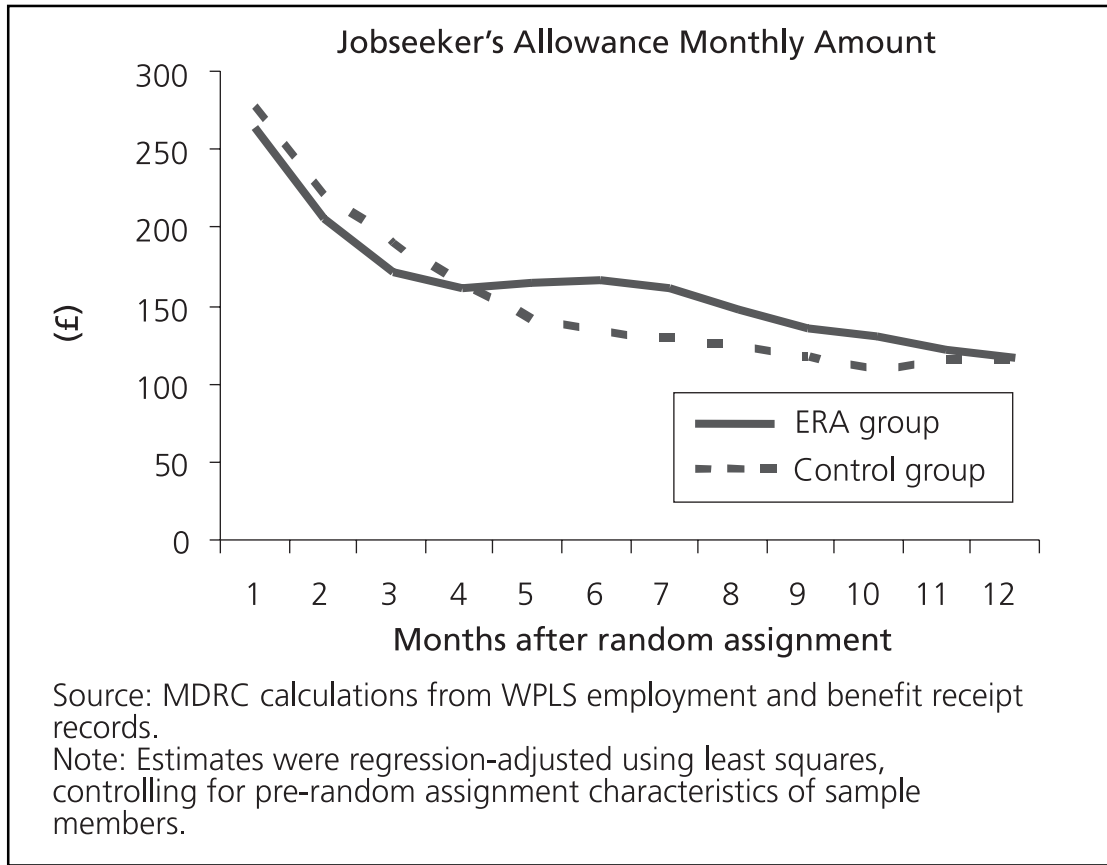


Figure EE.5 Employment and benefit receipt for New Deal 25 Plus customers, North West England

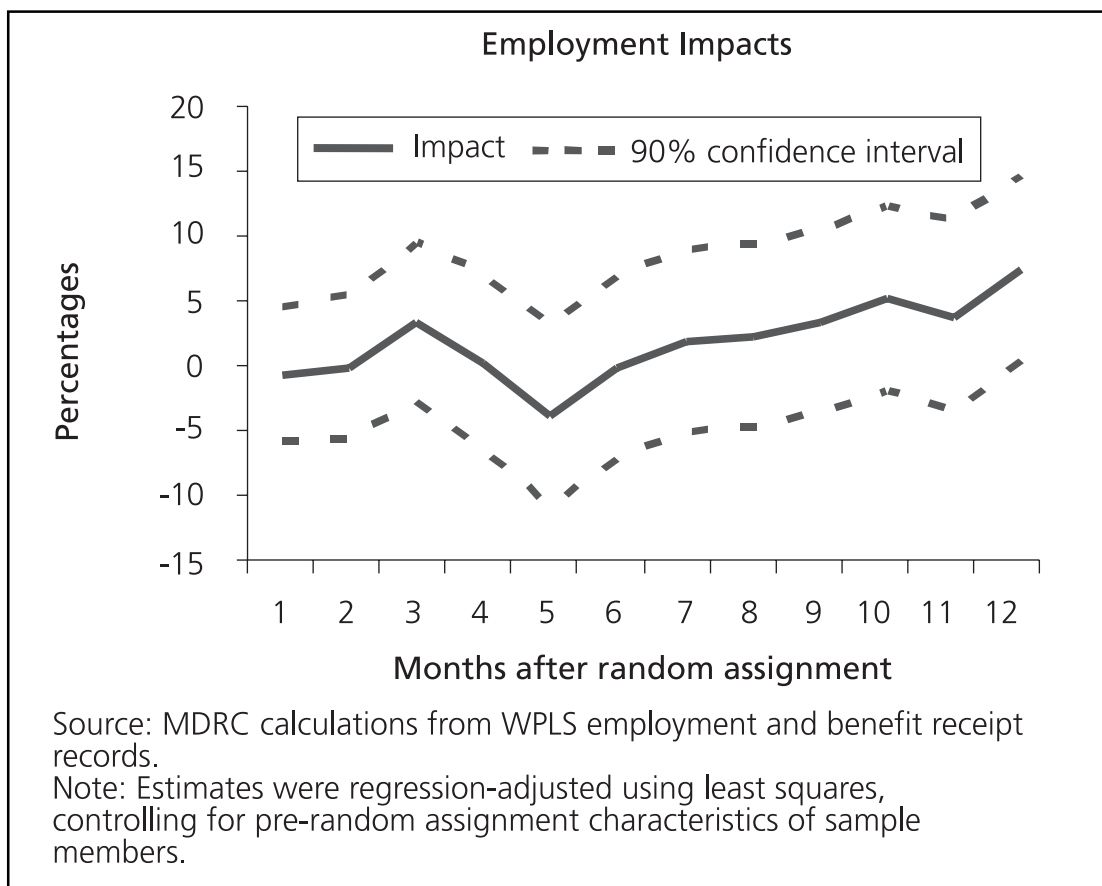
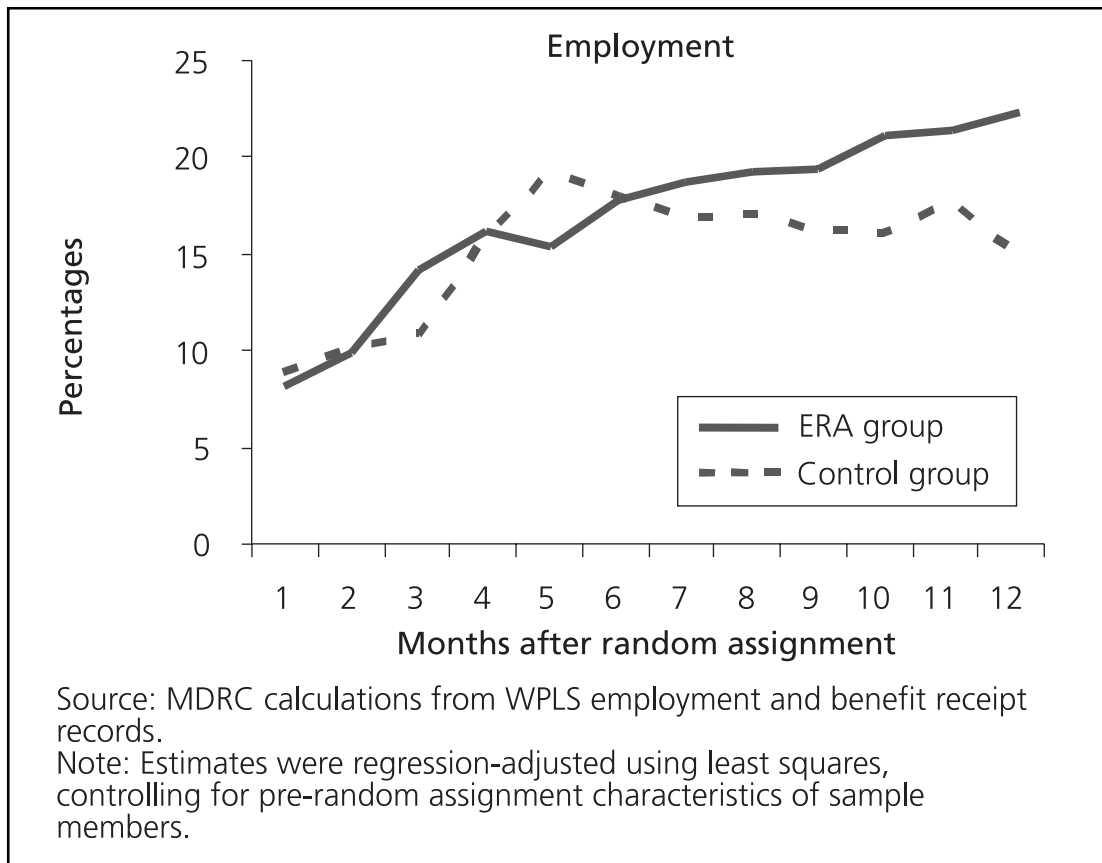


Figure EE.5 Continued

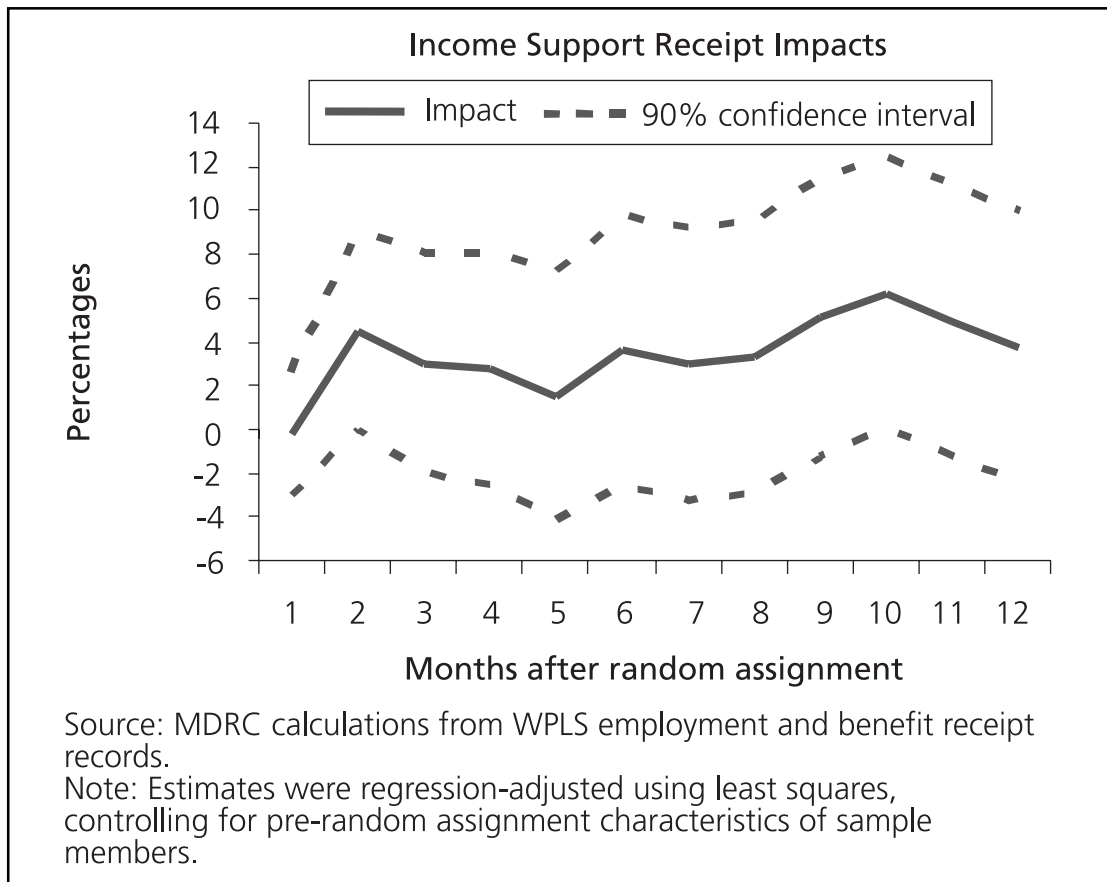
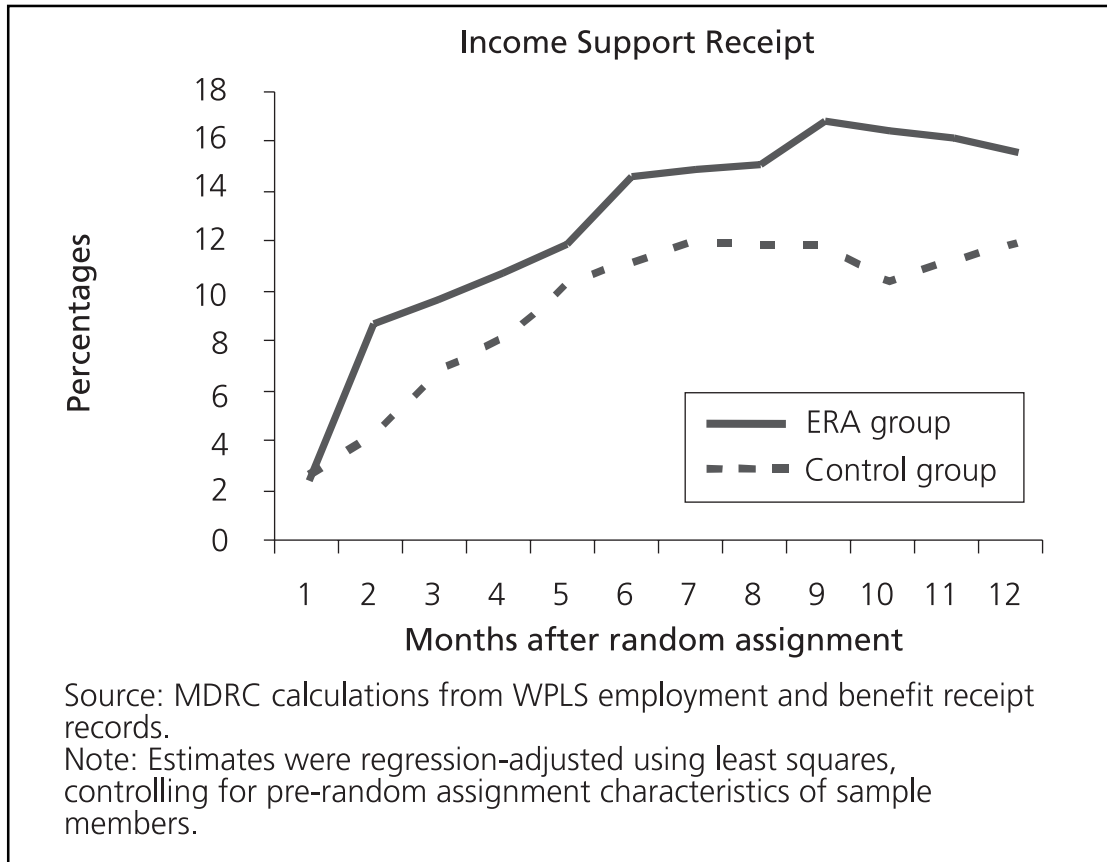


Figure EE.5 Continued

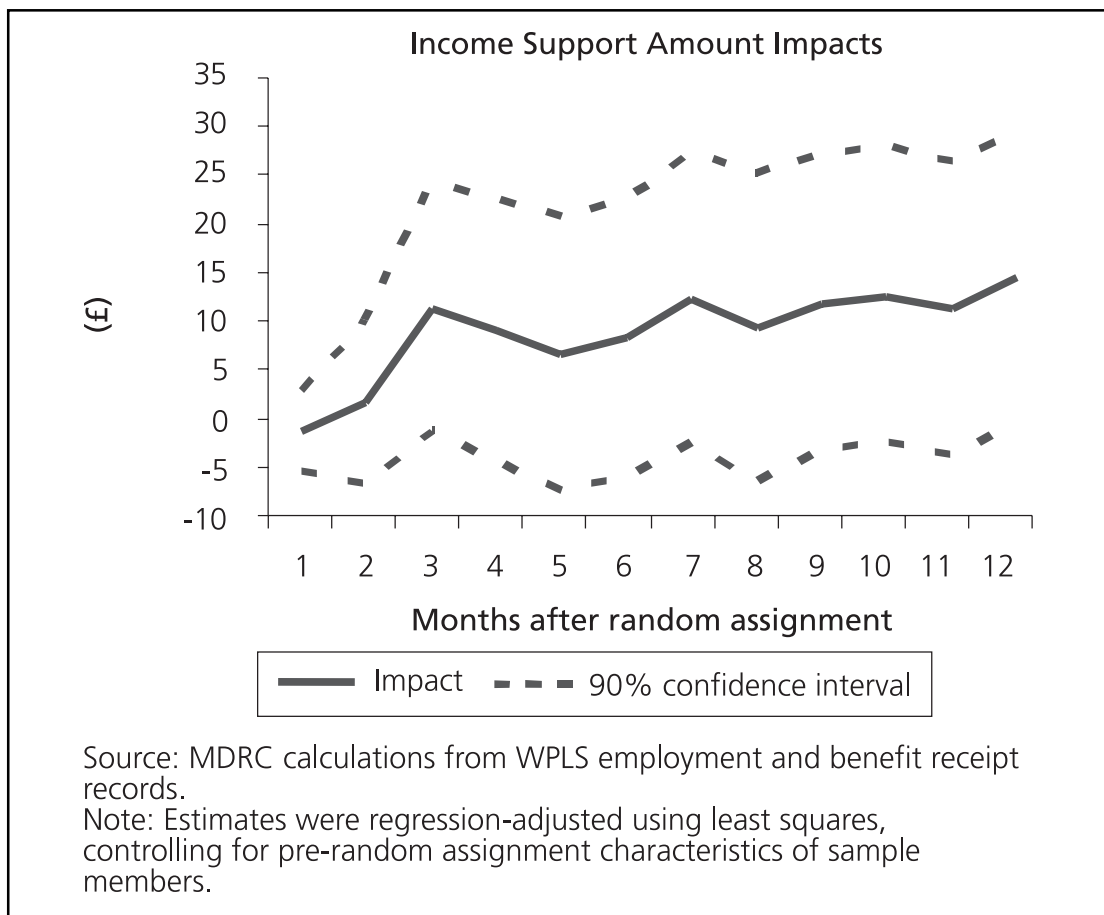
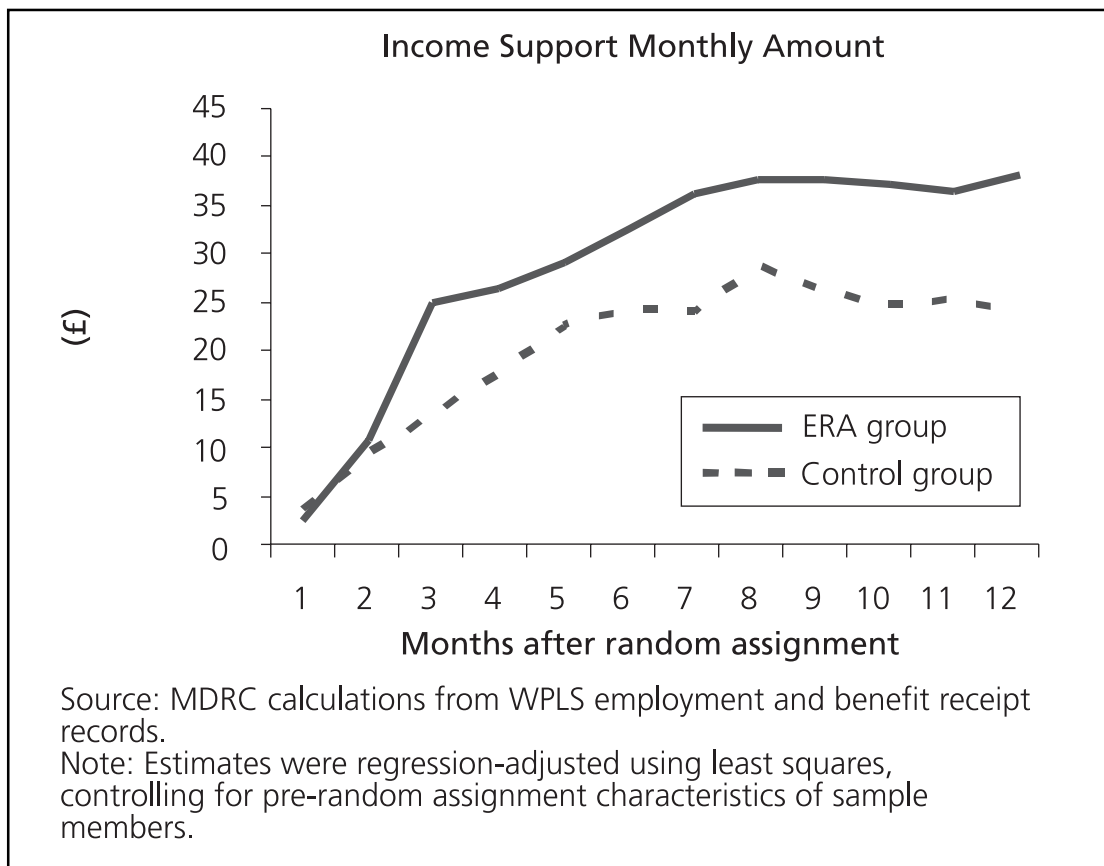


Figure EE.5 Continued

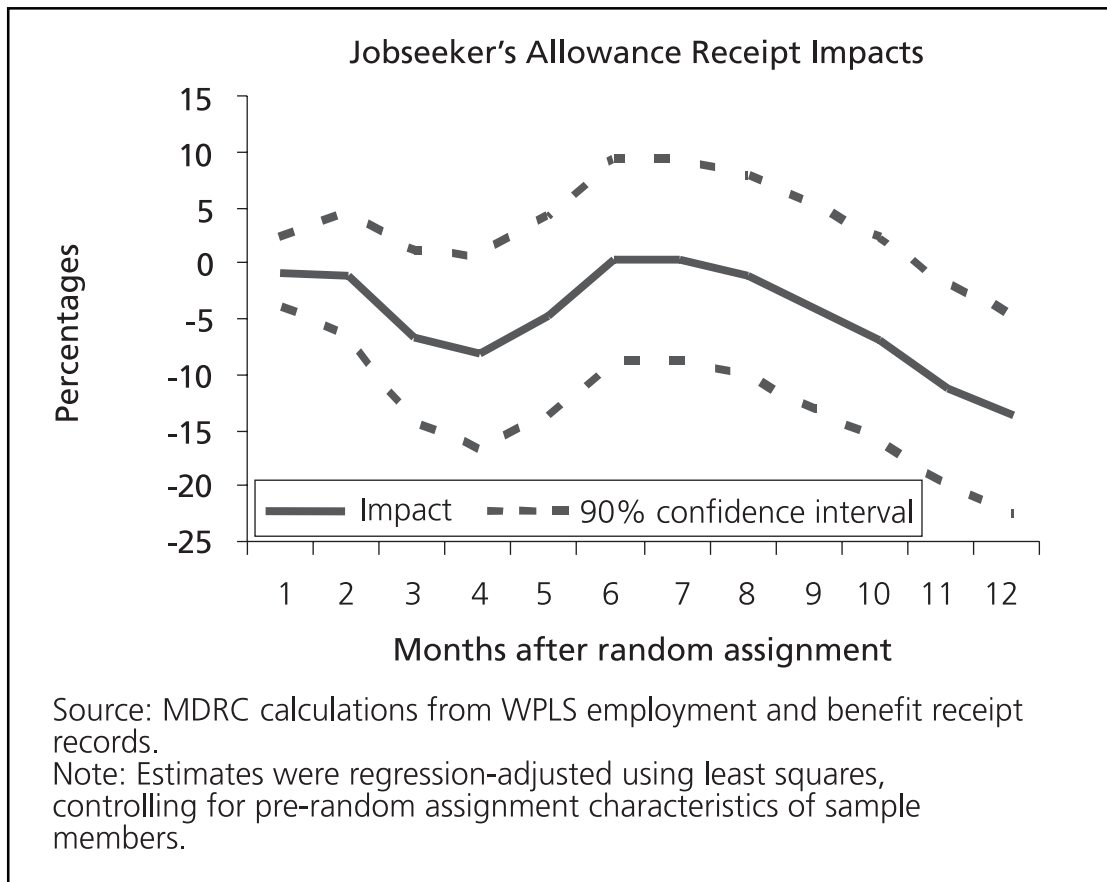
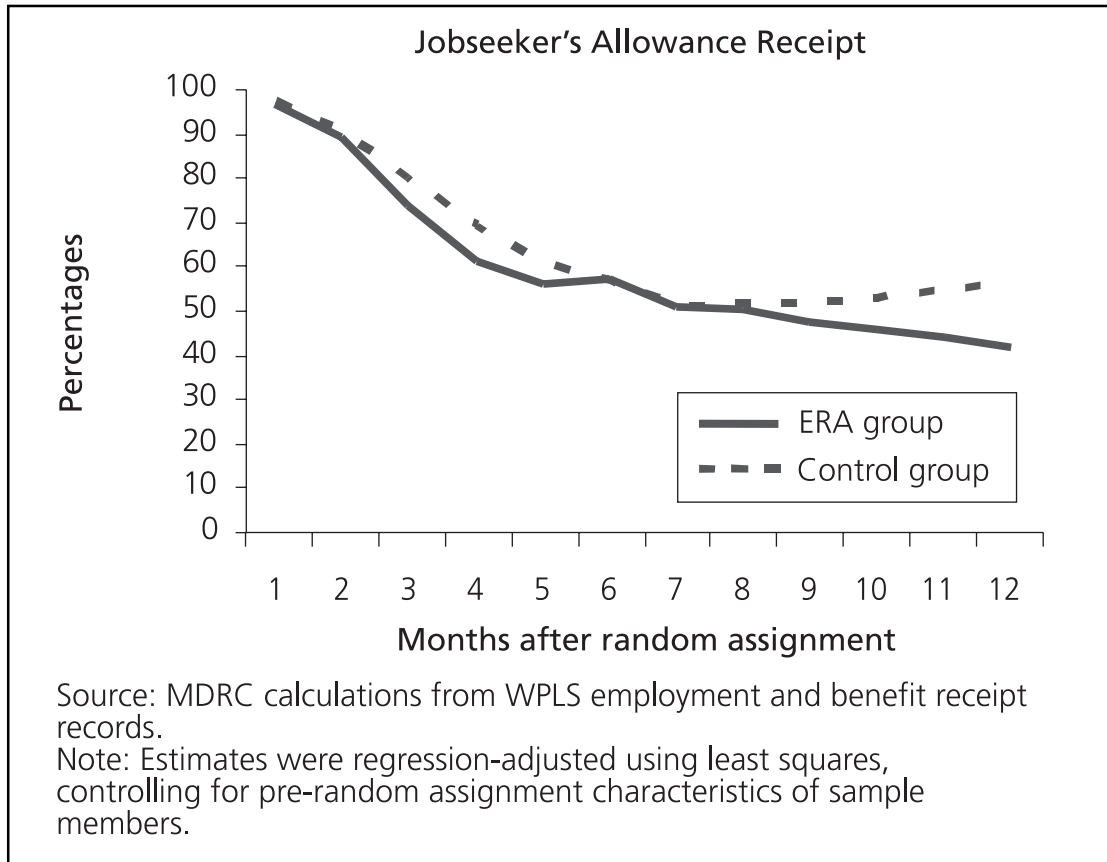


Figure EE.5 Continued

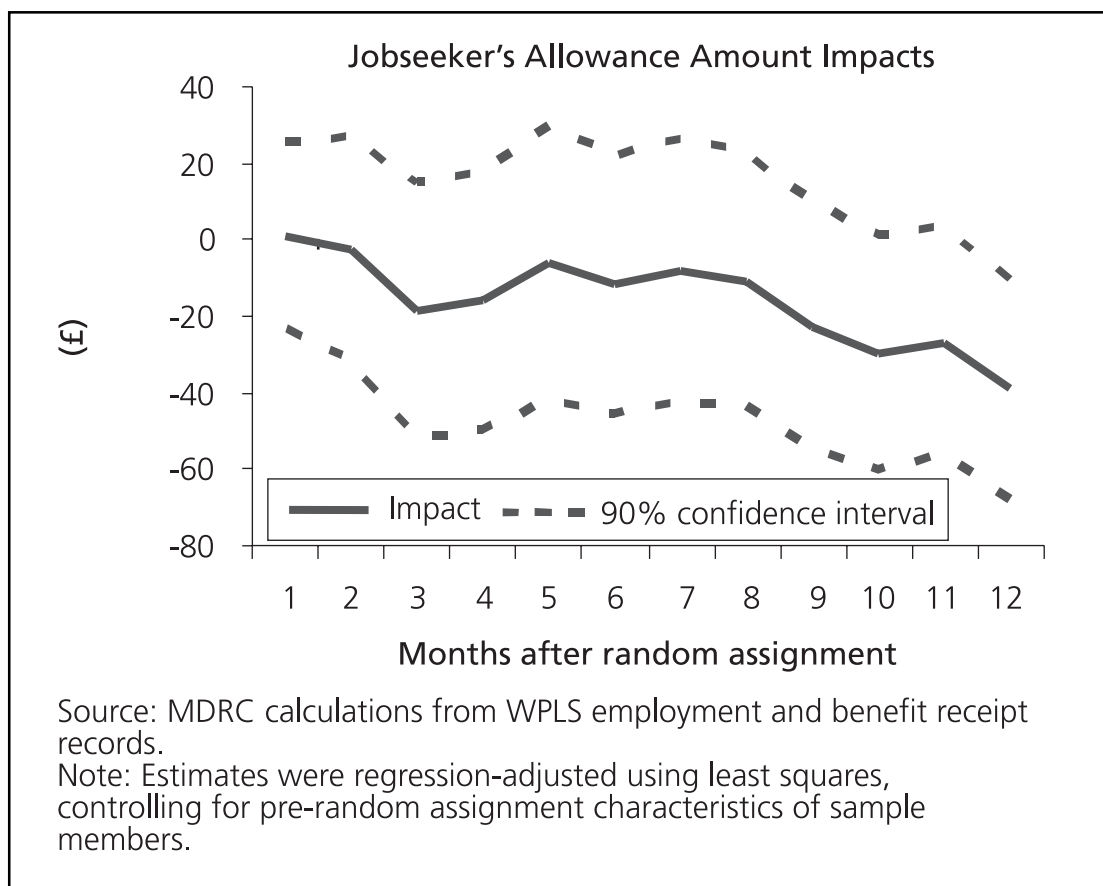
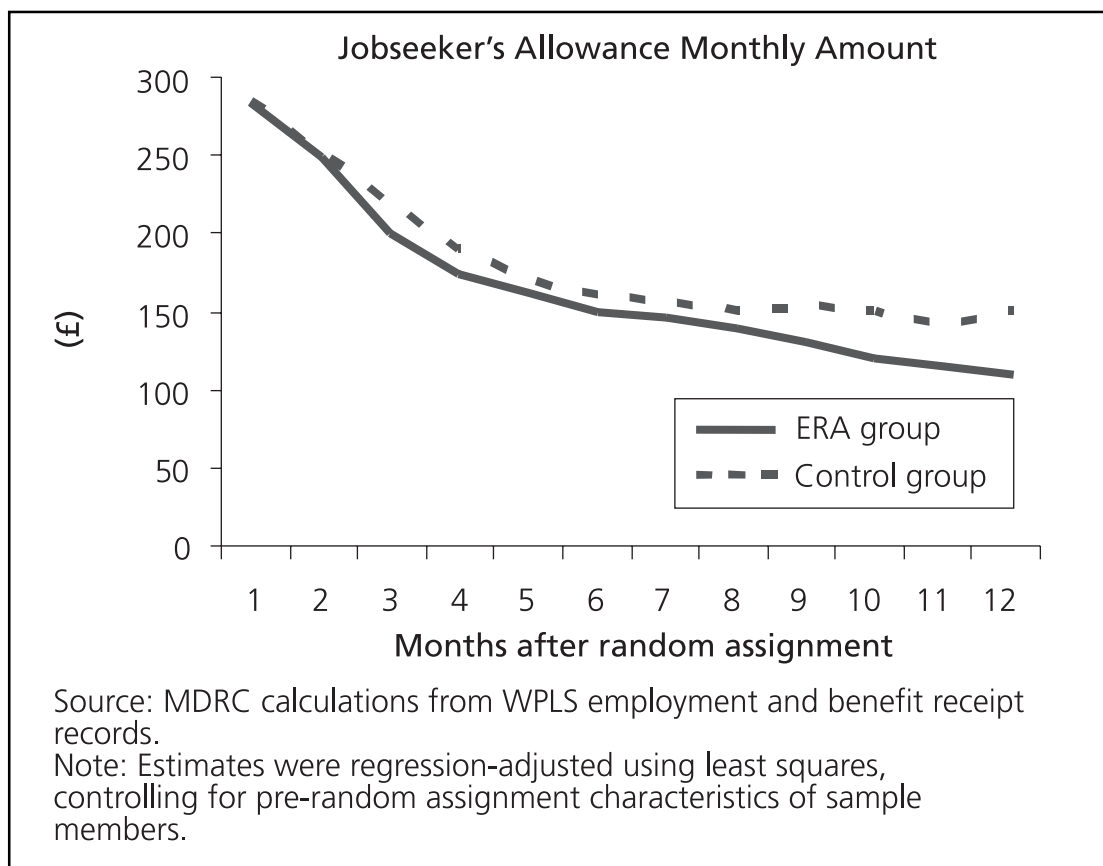


Figure EE.6 Employment and benefit receipt for New Deal 25 Plus customers, Scotland

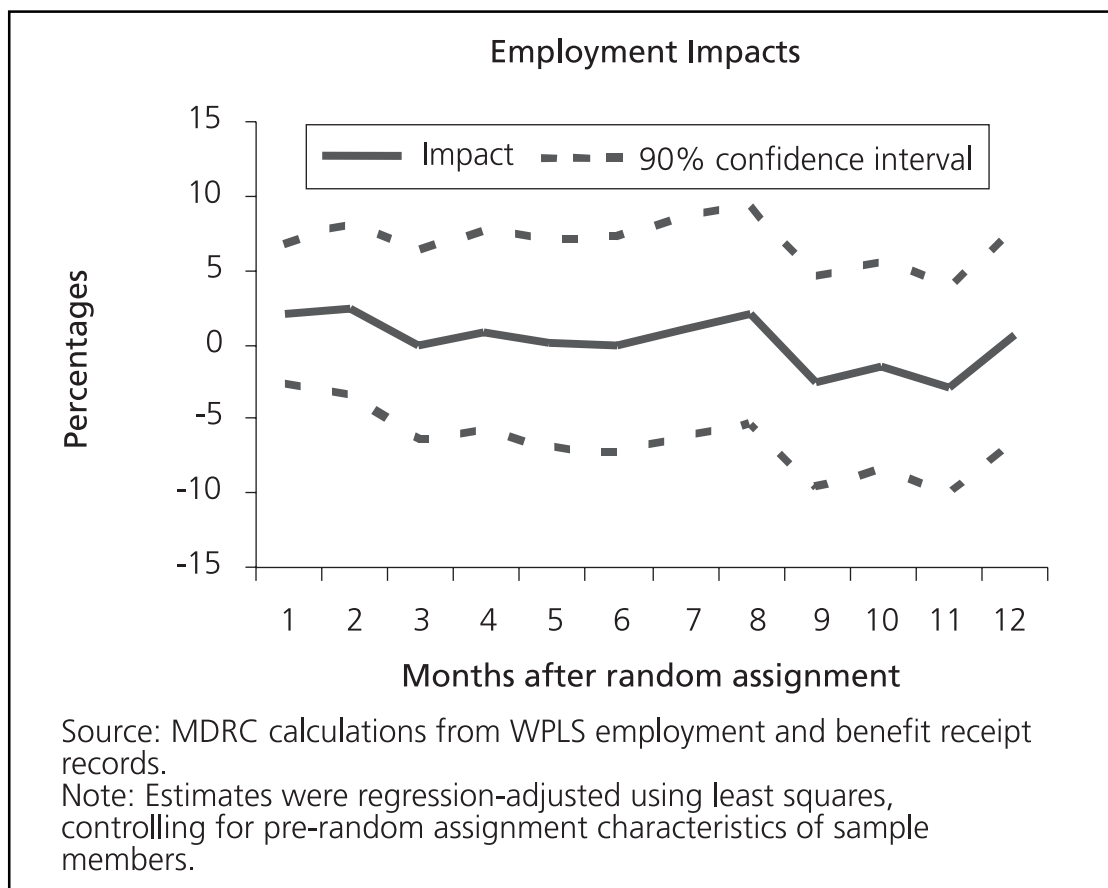
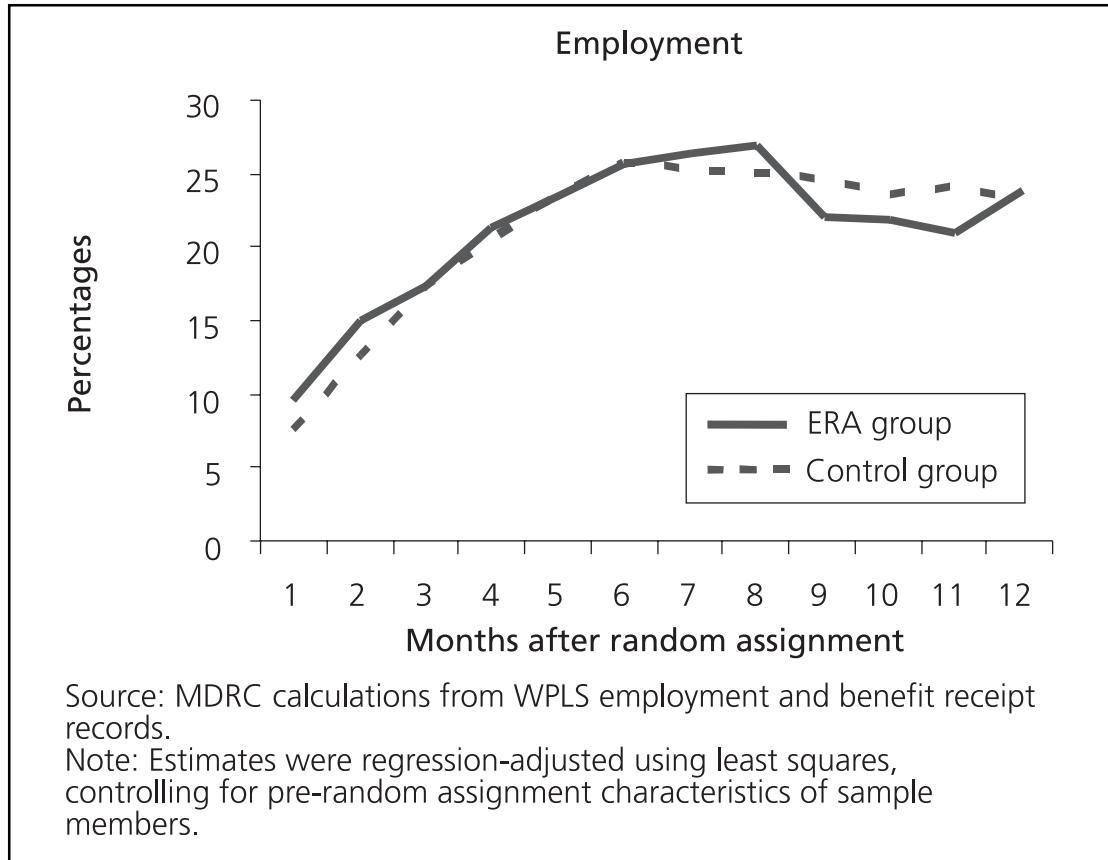


Figure EE.6 Continued

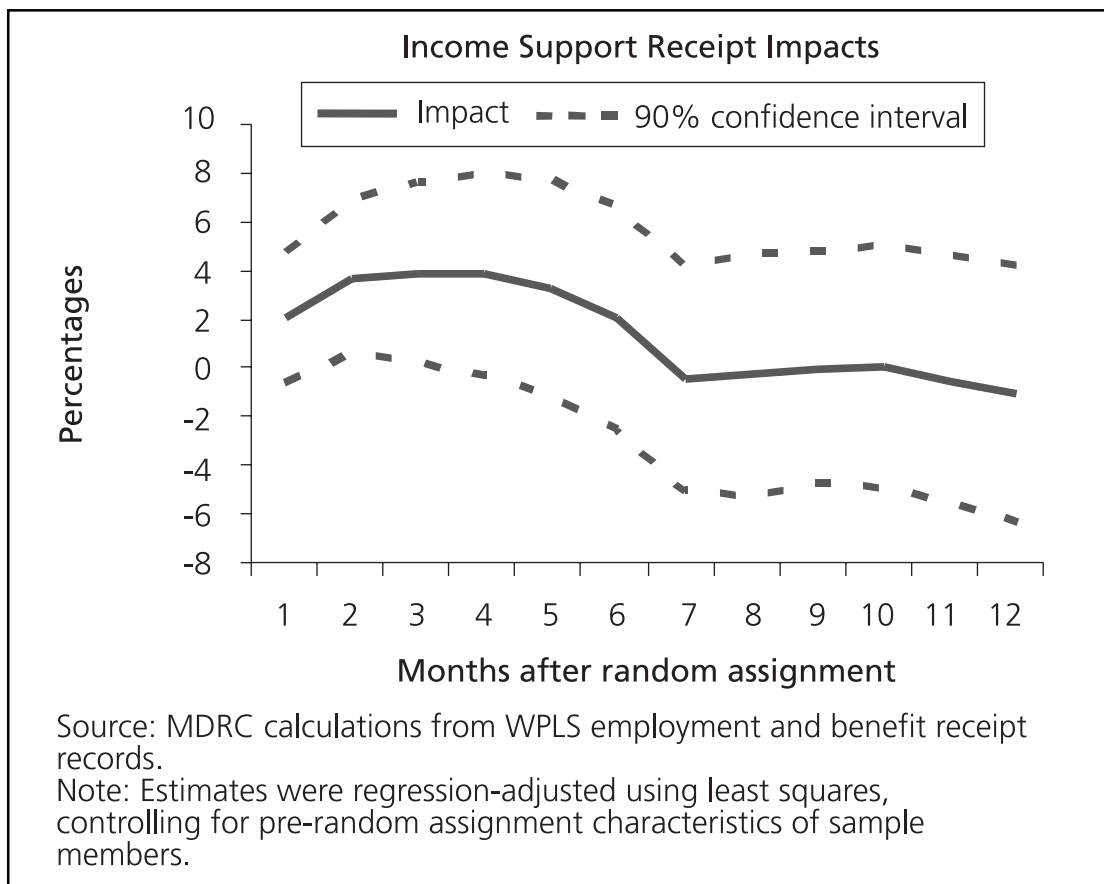
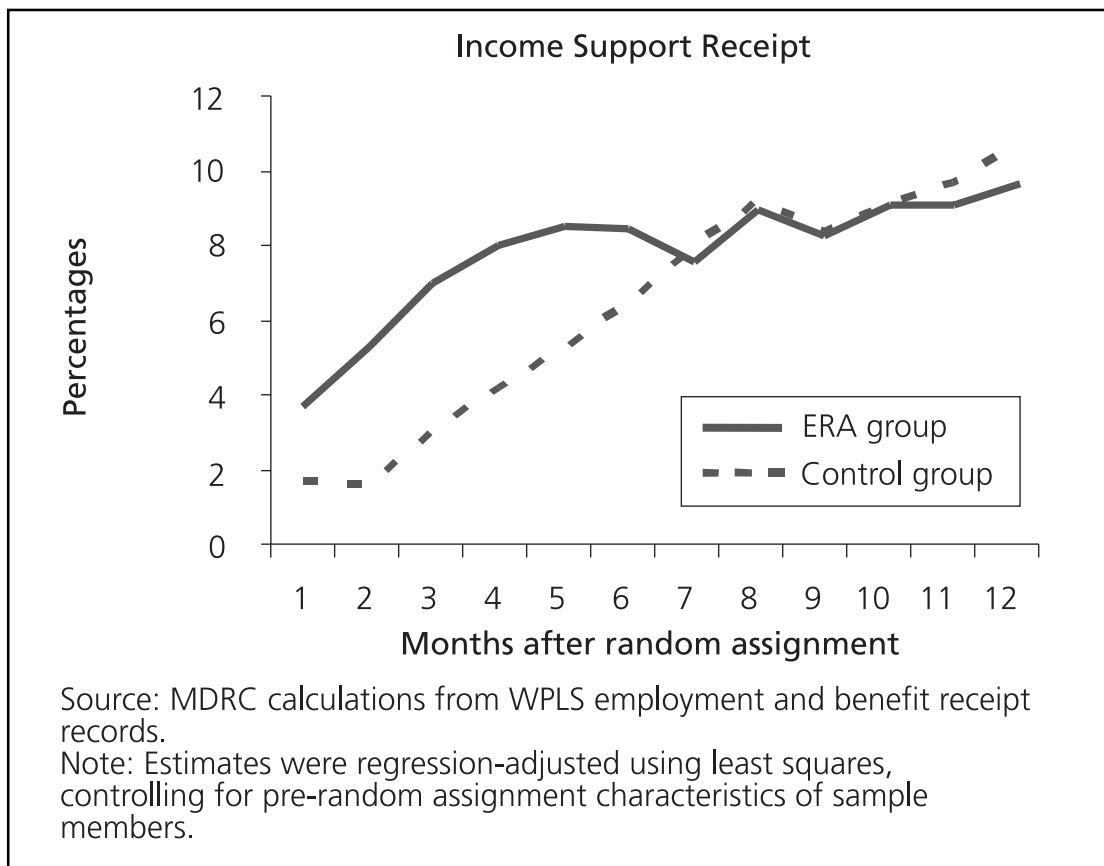


Figure EE.6 Continued

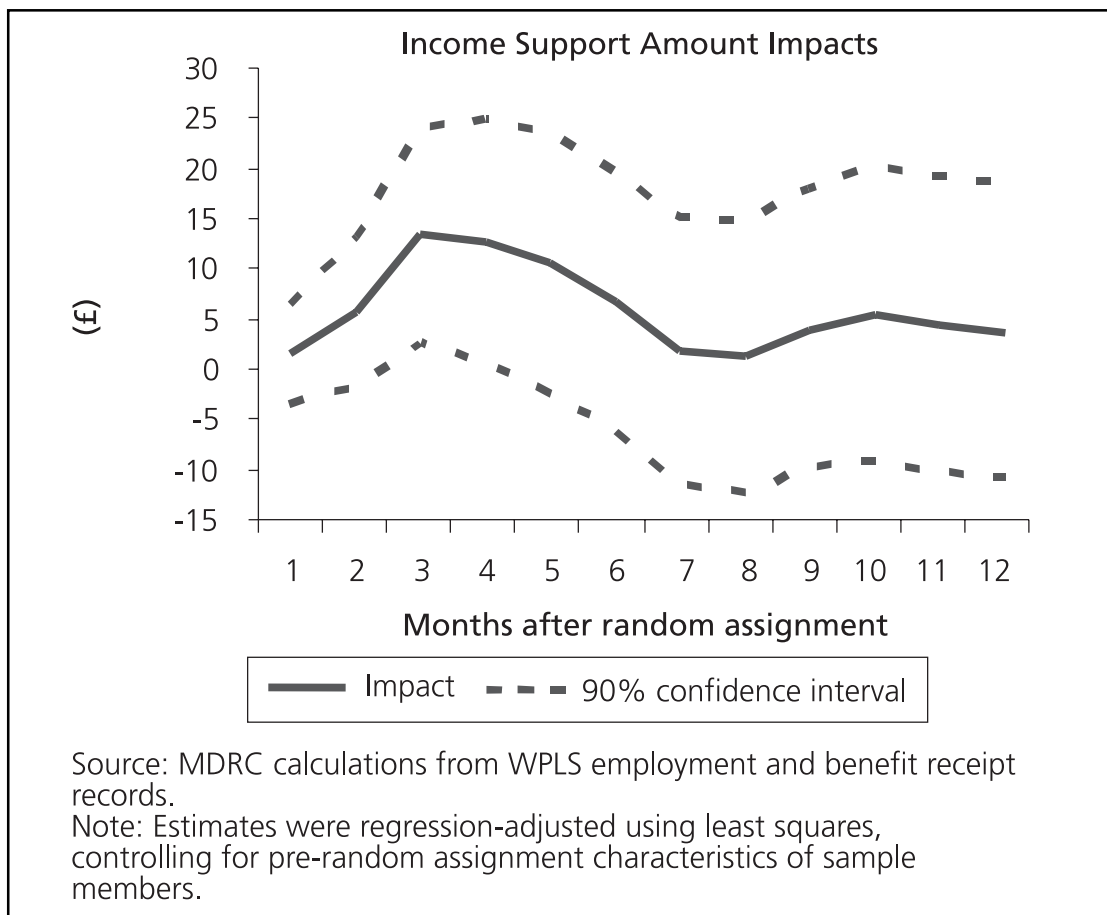
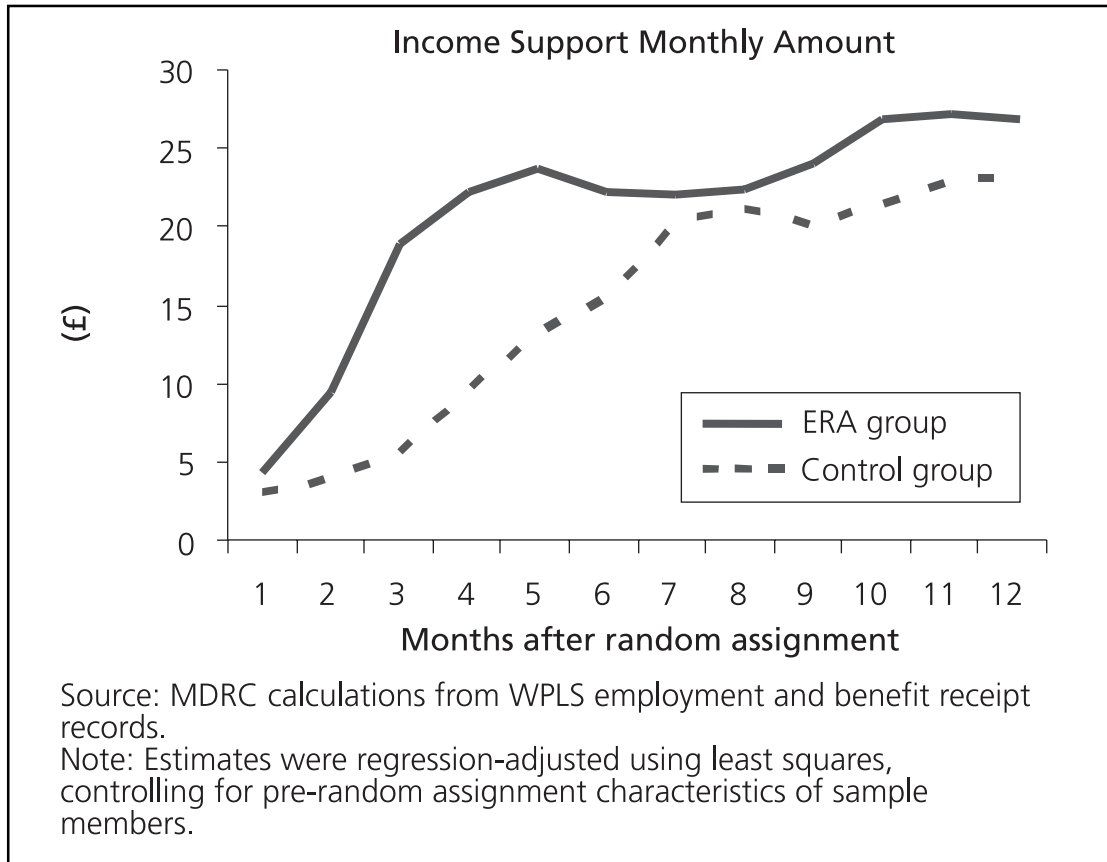


Figure EE.6 Continued

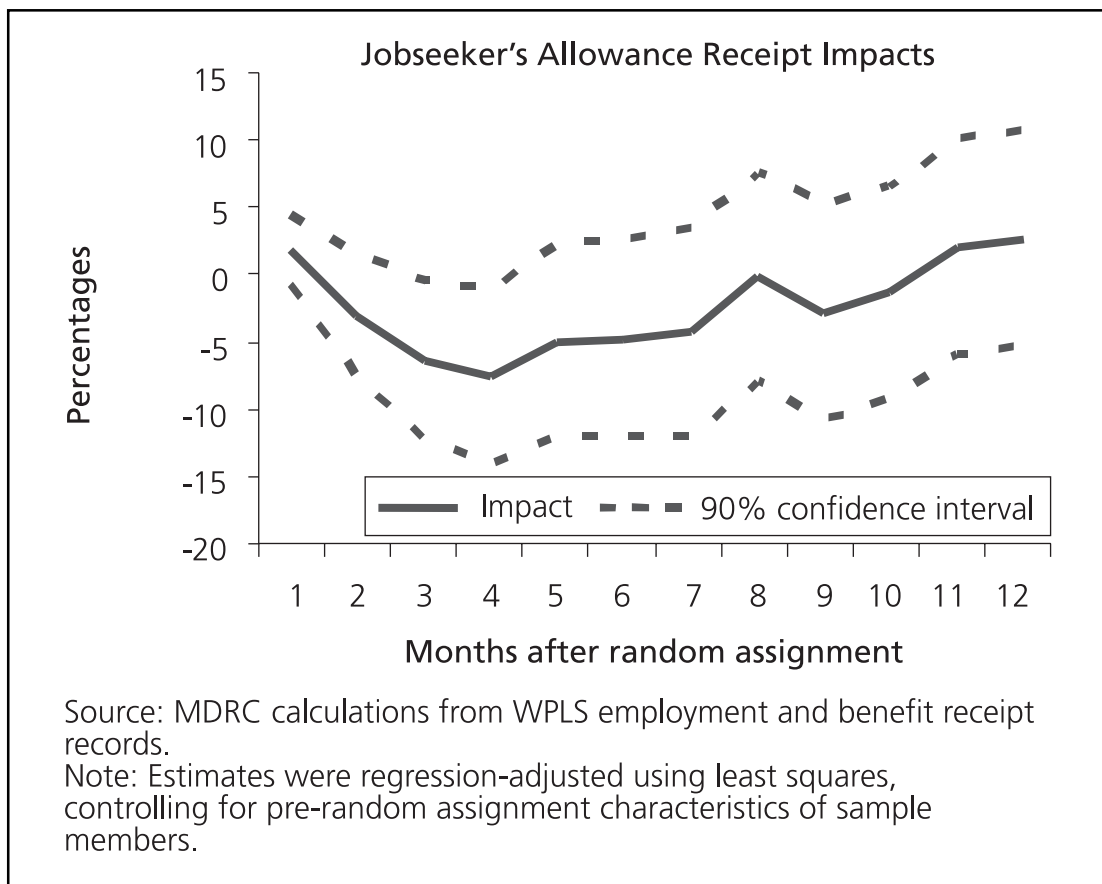
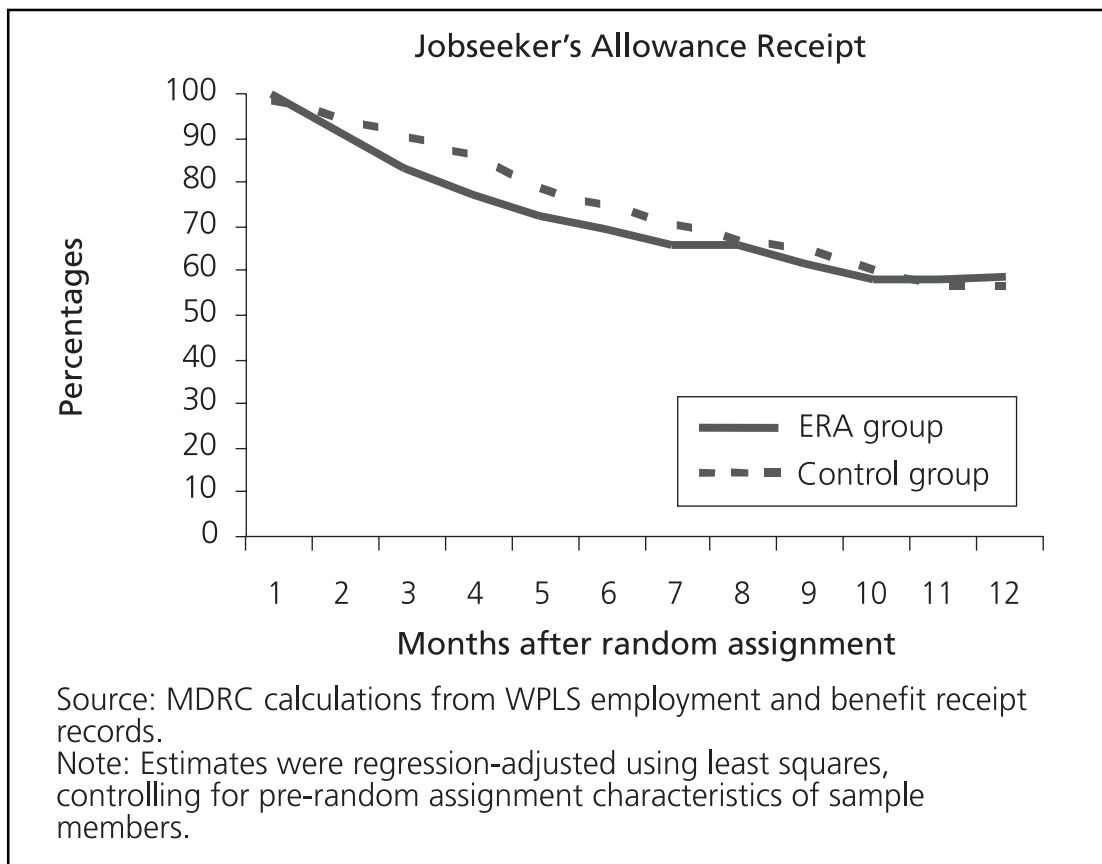


Figure EE.6 Continued

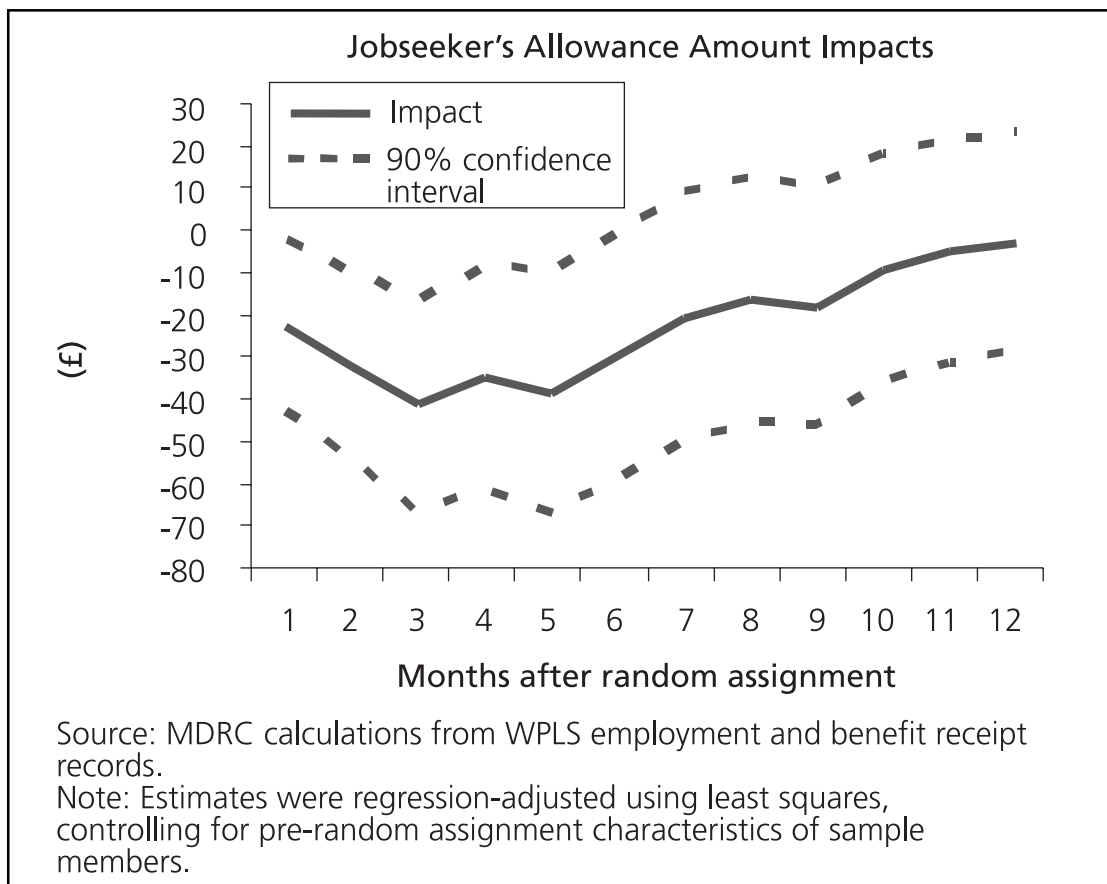
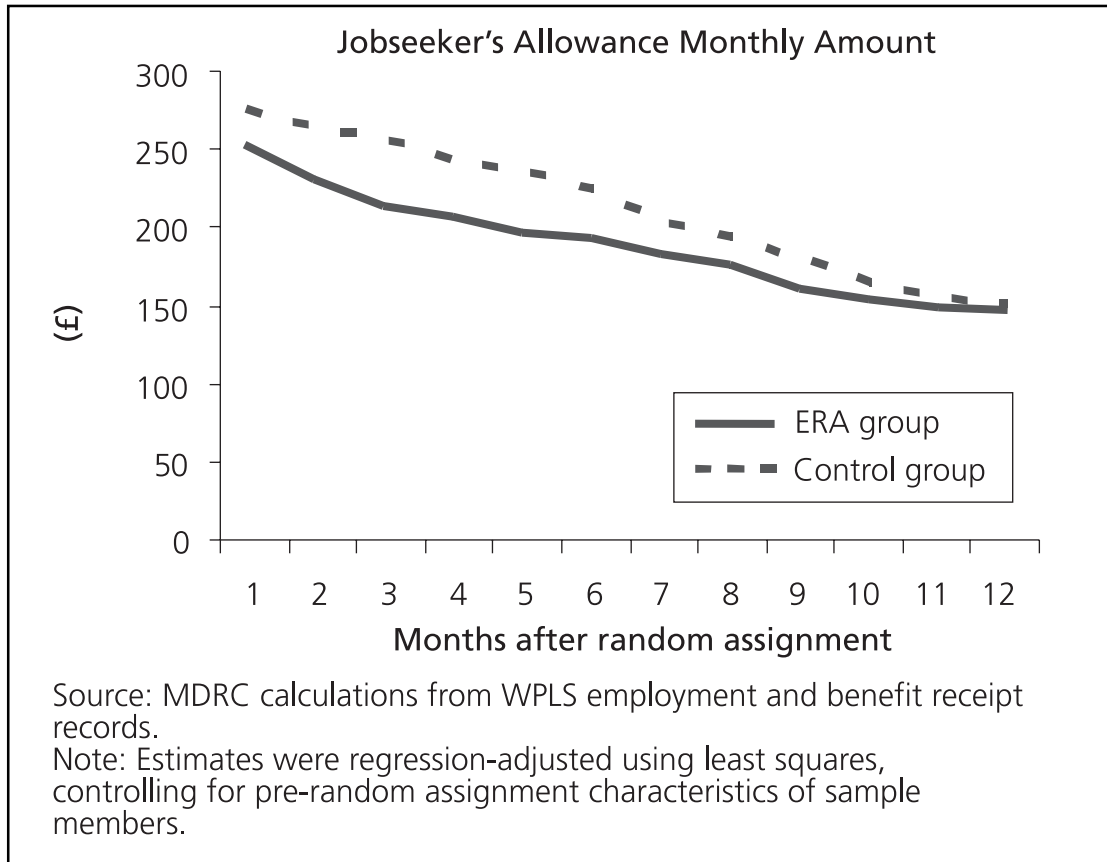


Figure EE.7 Employment and benefit receipt for New Deal 25 Plus customers, Wales

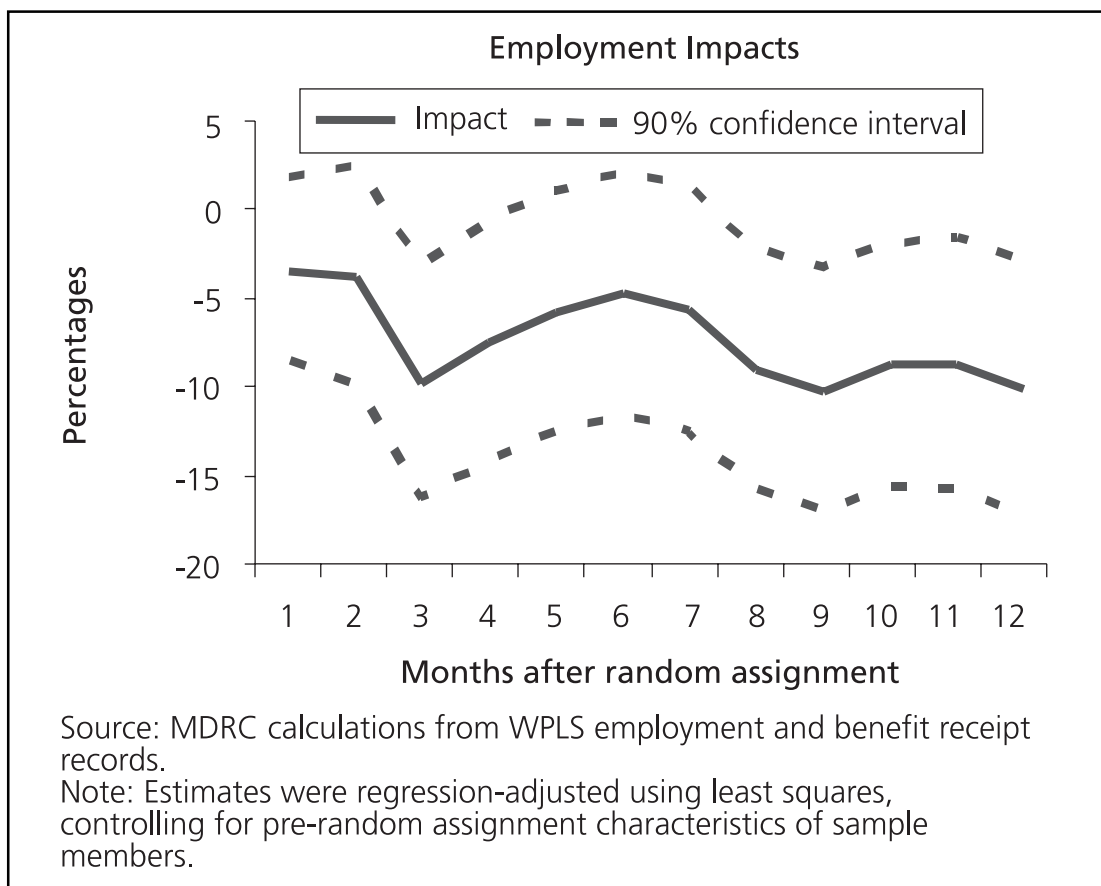
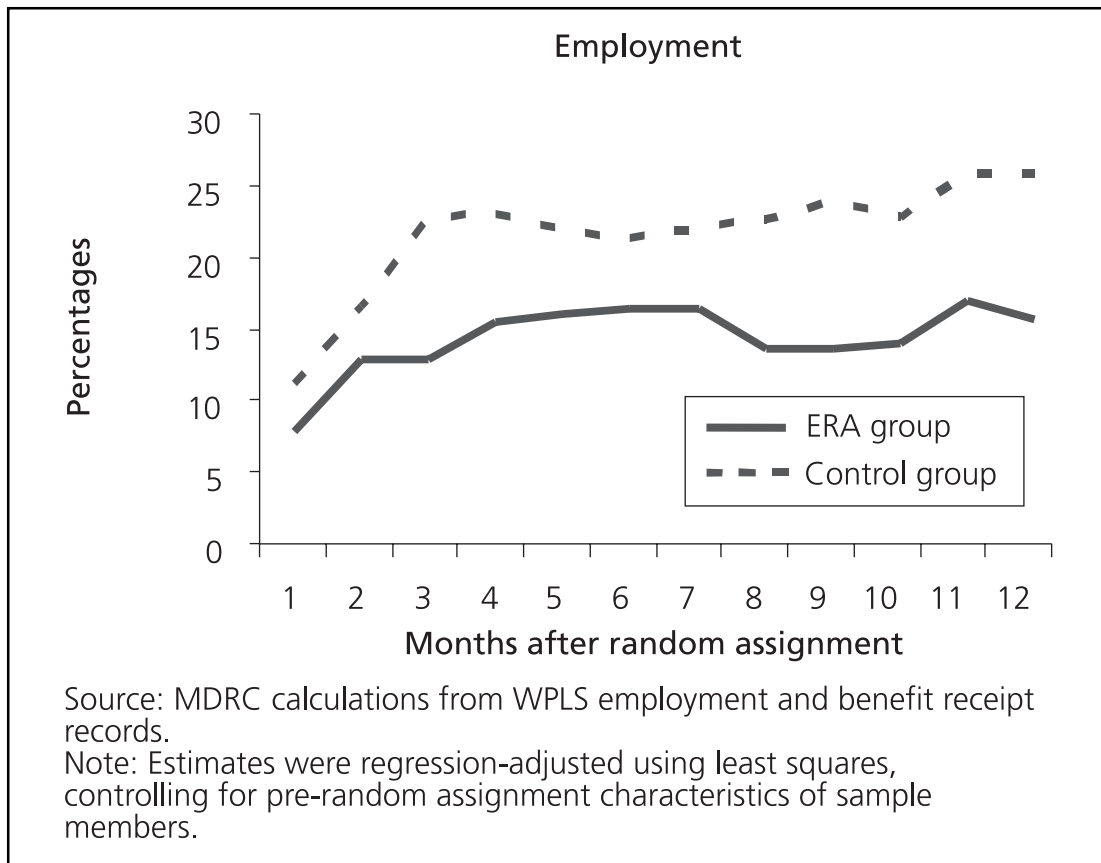


Figure EE.7 Continued

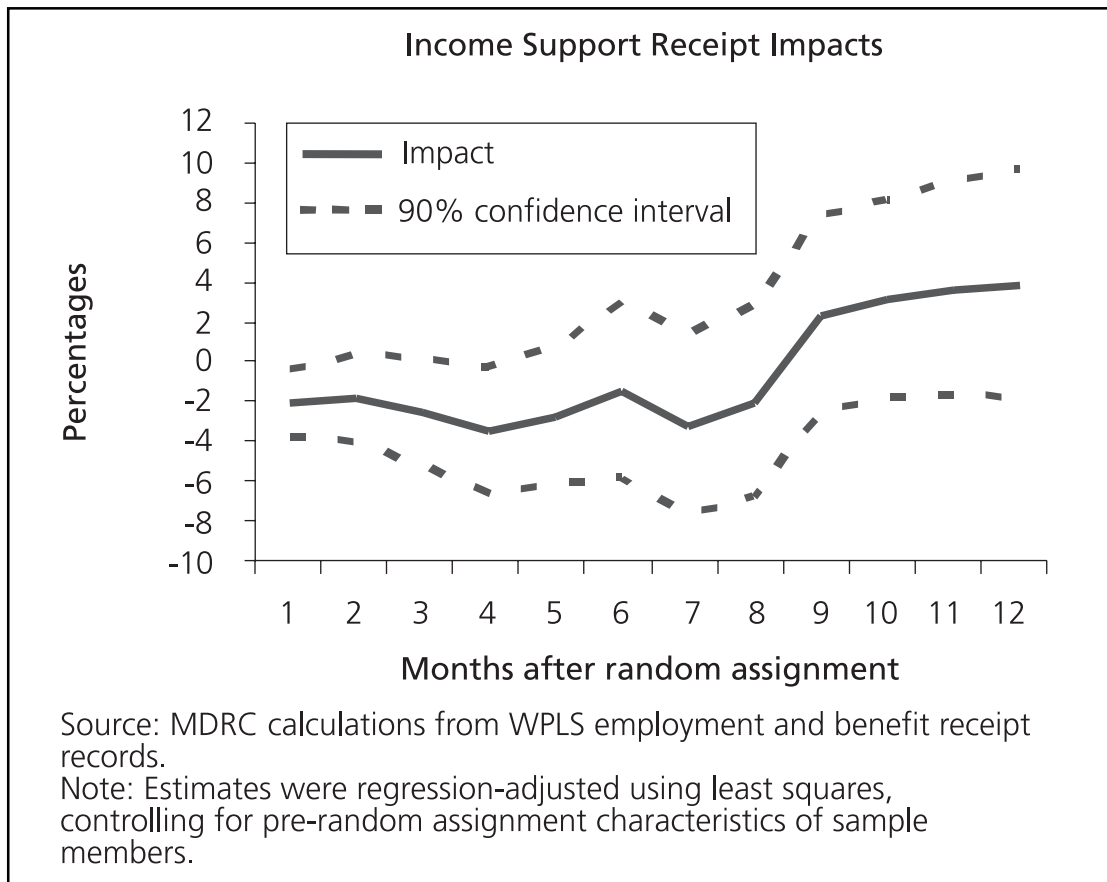
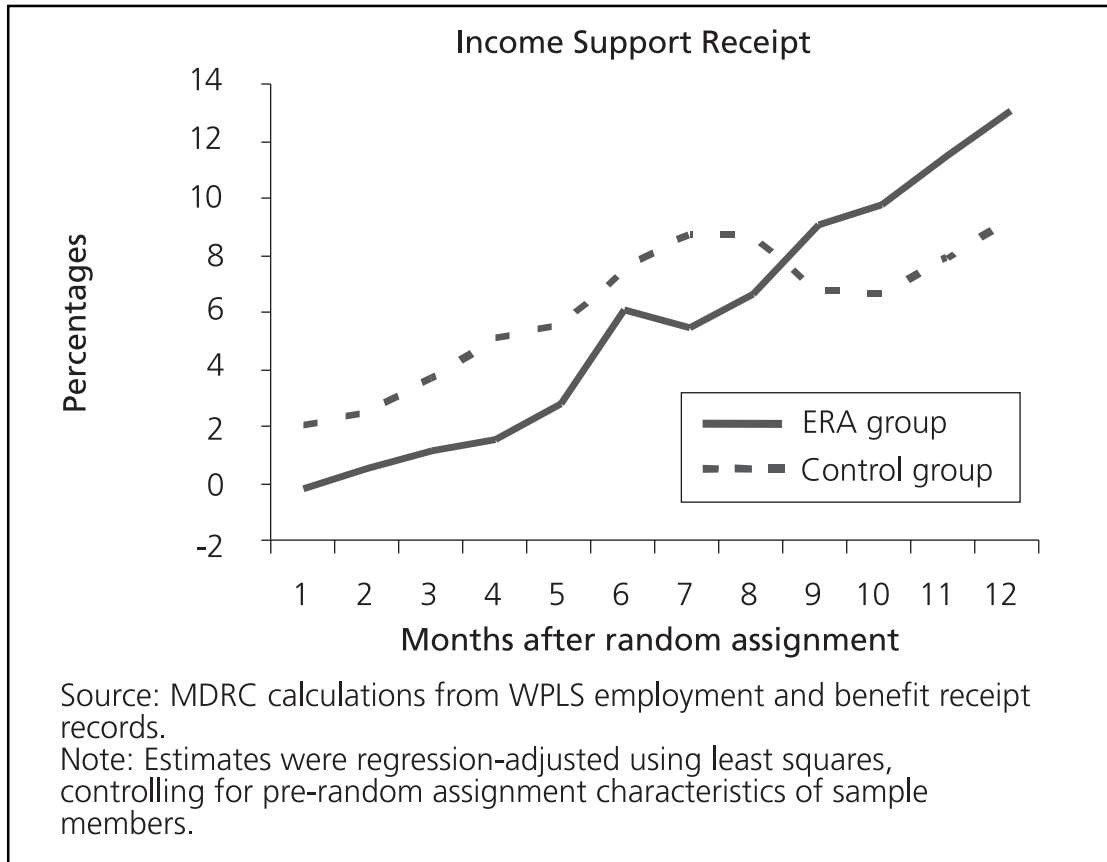


Figure EE.7 Continued

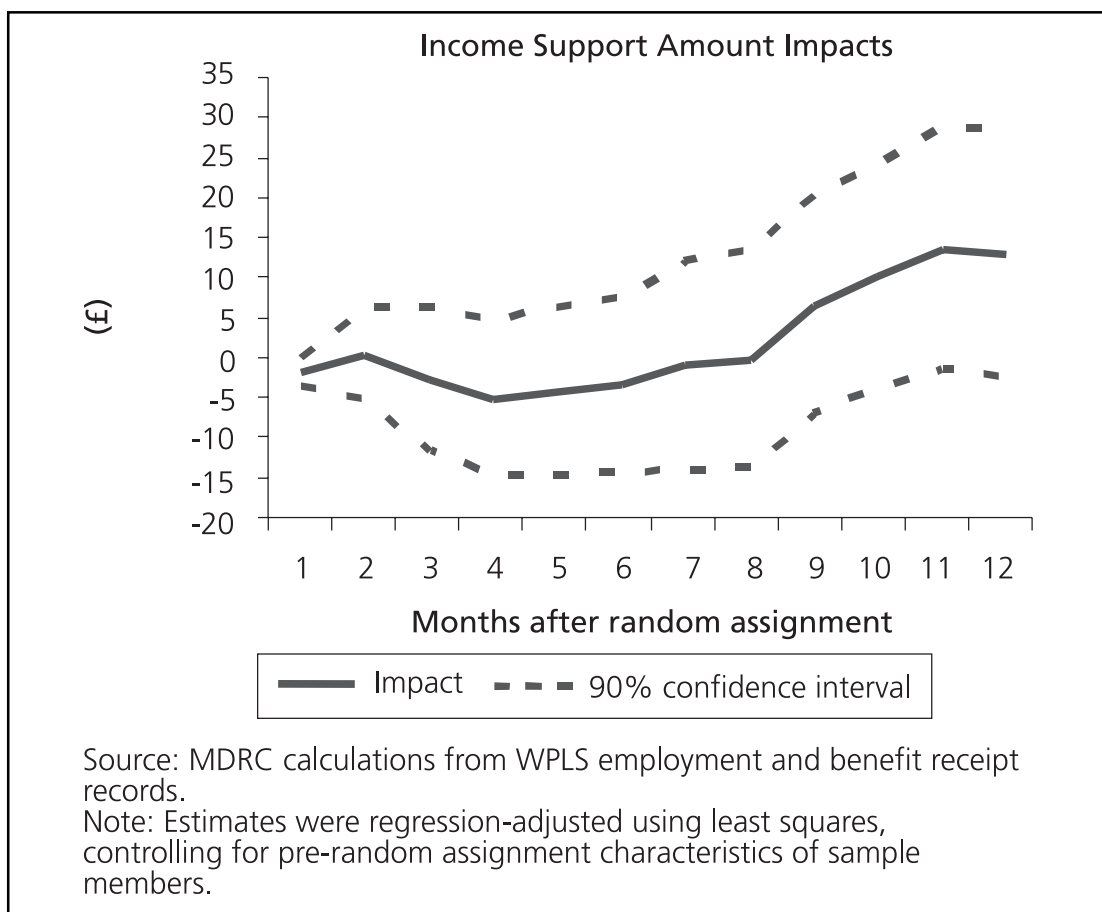
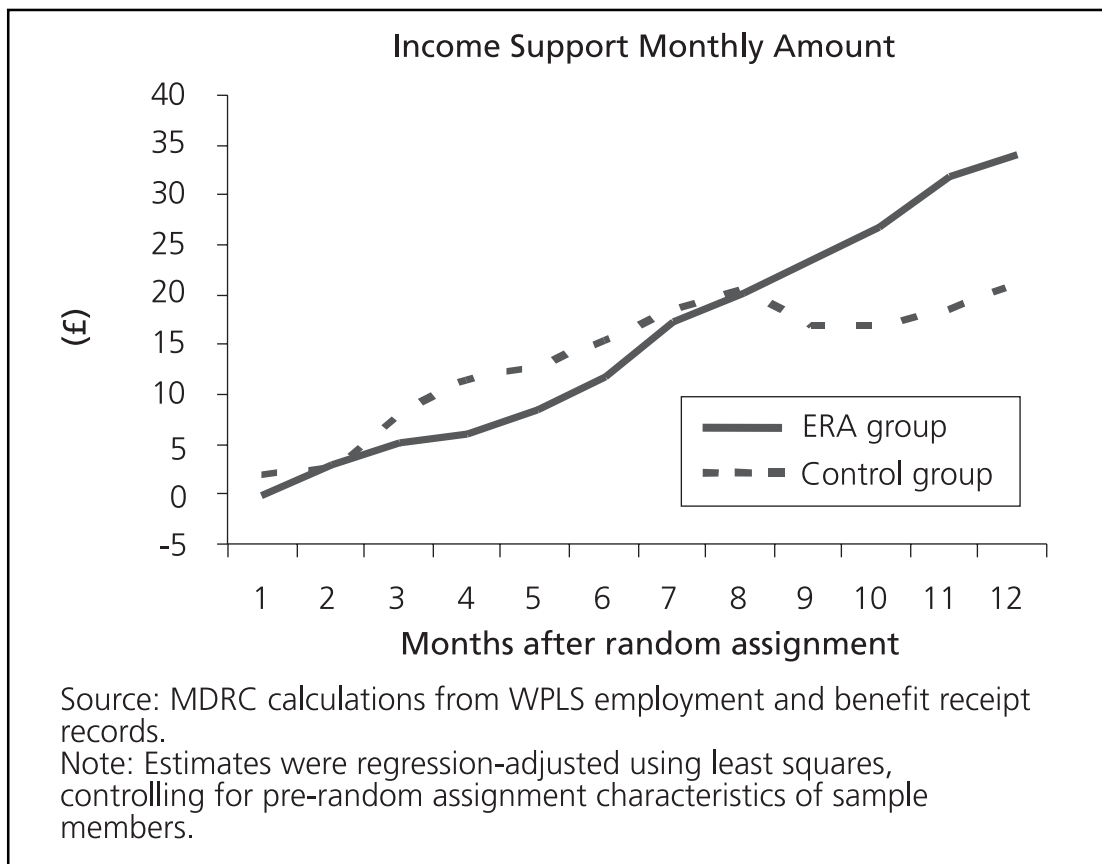


Figure EE.7 Continued

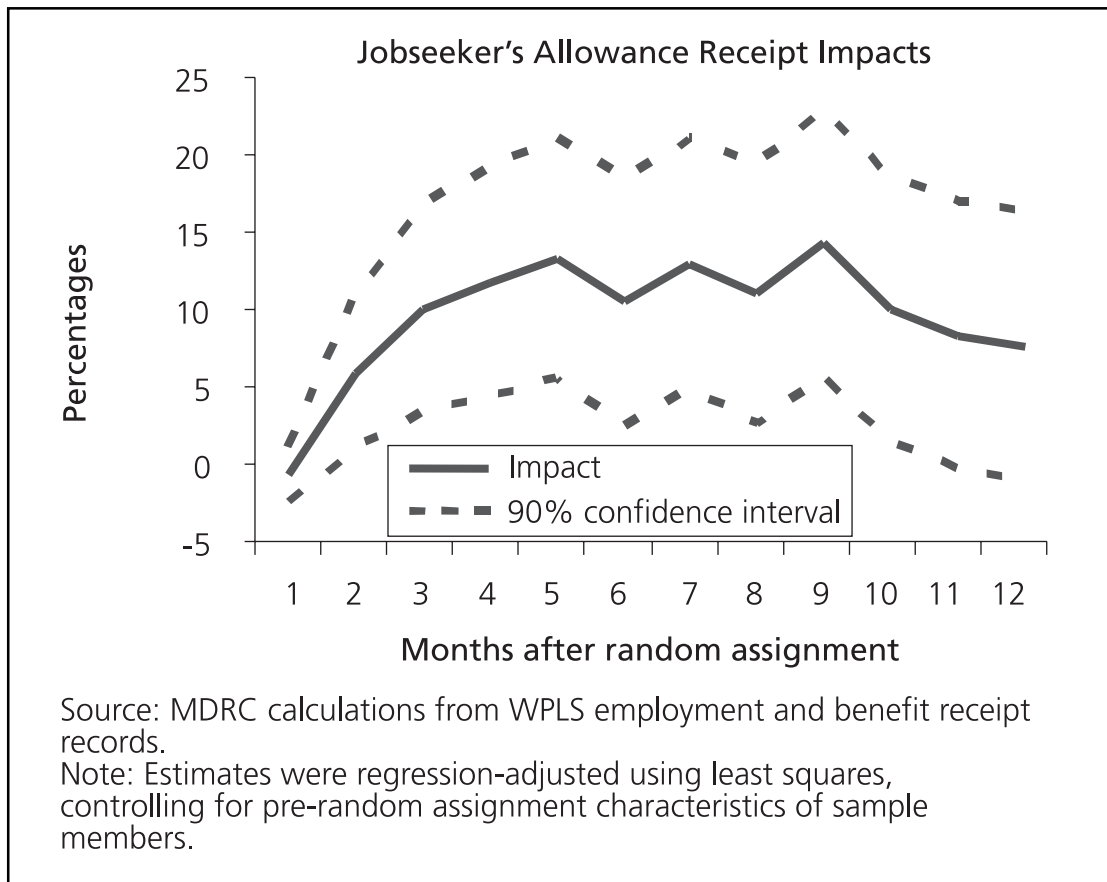
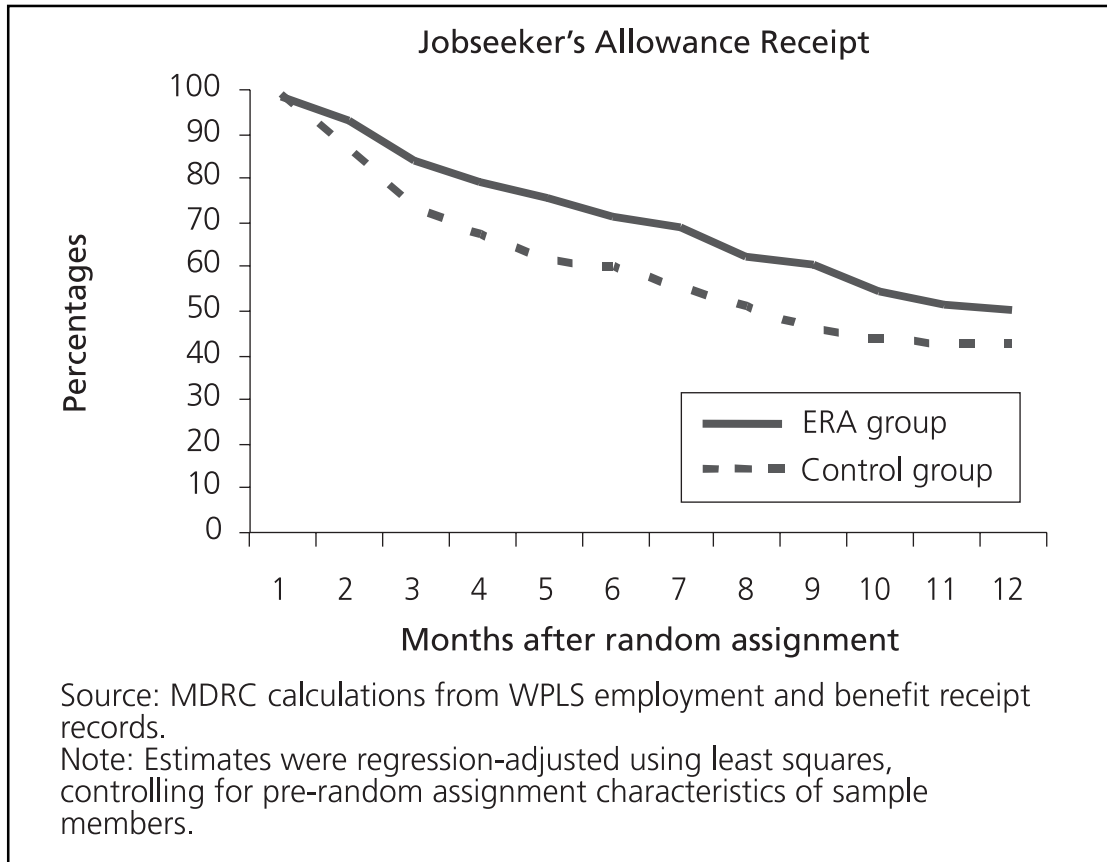
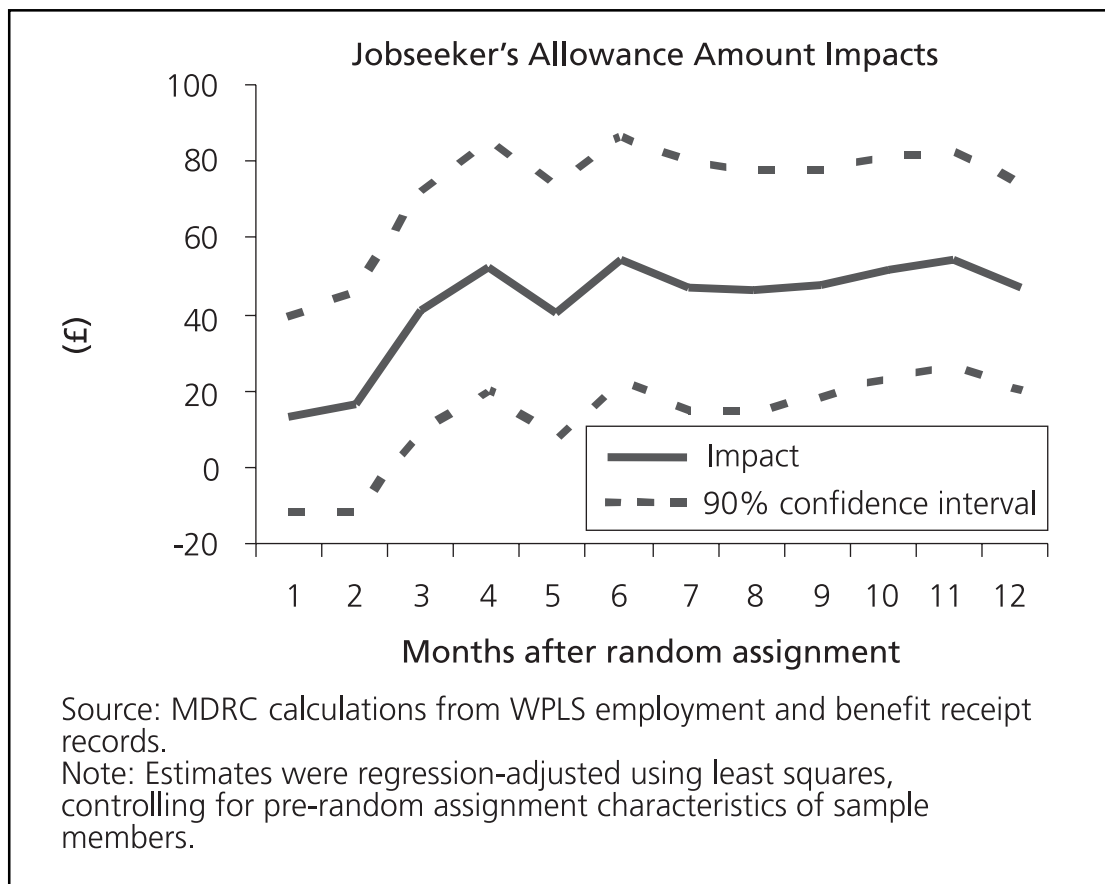
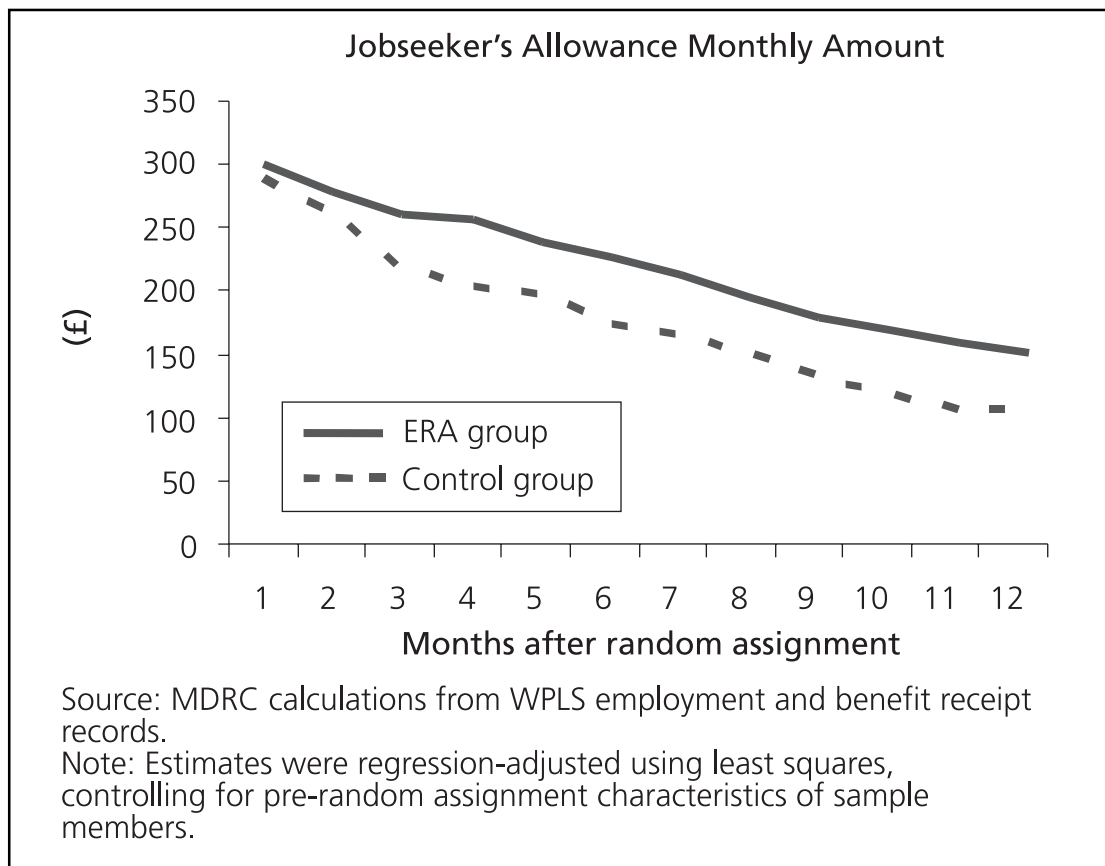


Figure EE.7 Continued



Supplemental Appendix FF Working Tax Credit – East Midlands benefit receipt figures

Figure FF.1 Benefit receipt for Working Tax Credit customers, East Midlands

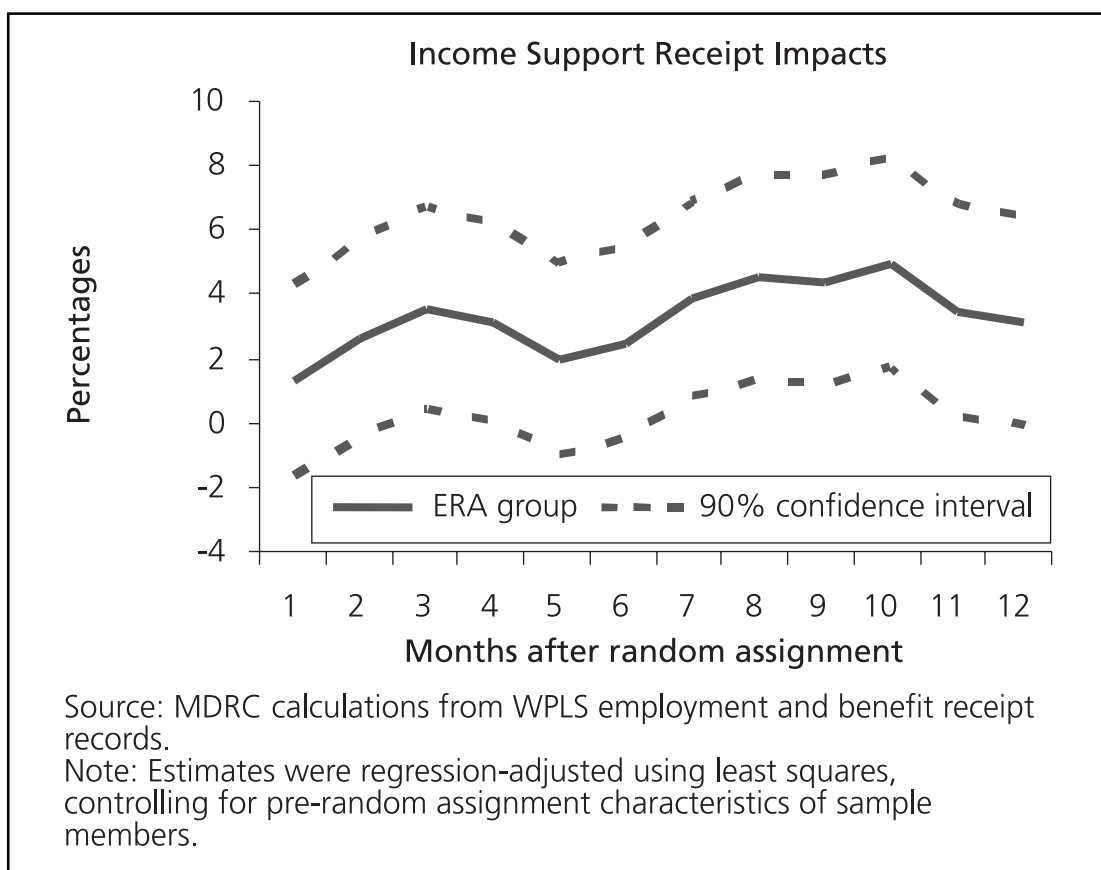
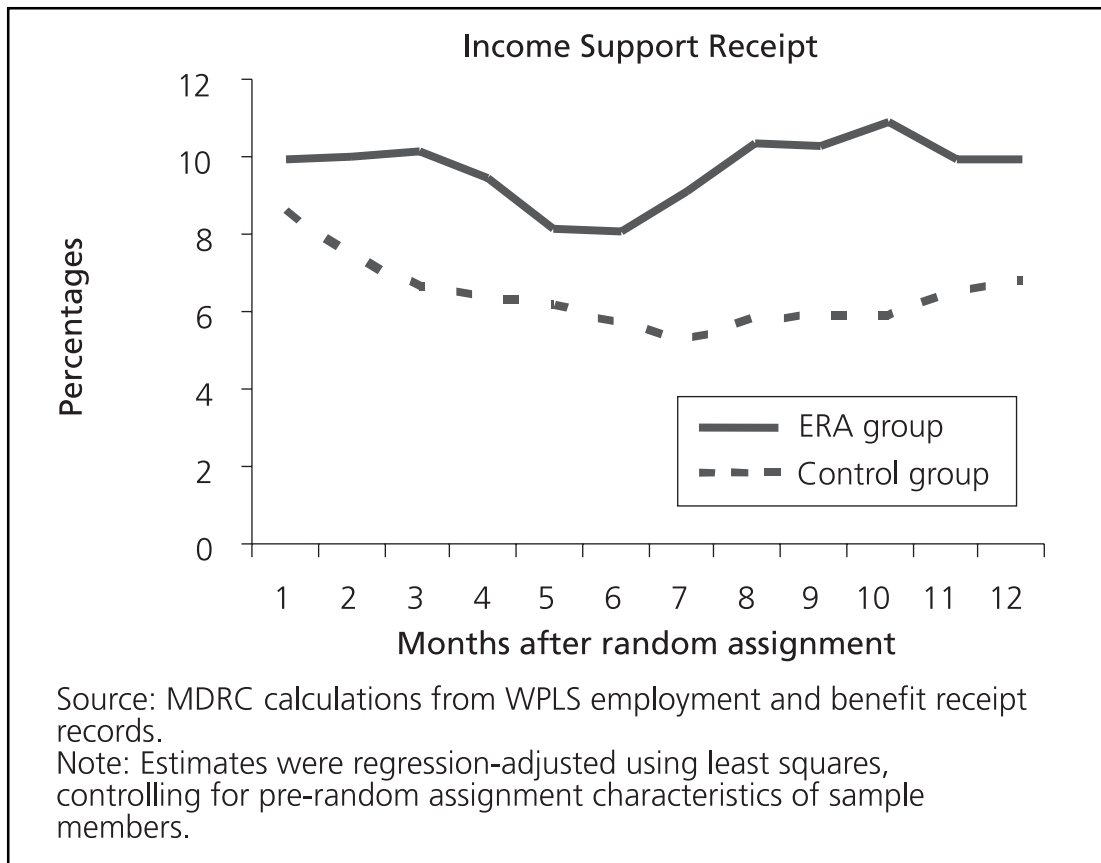


Figure FF.1 Continued

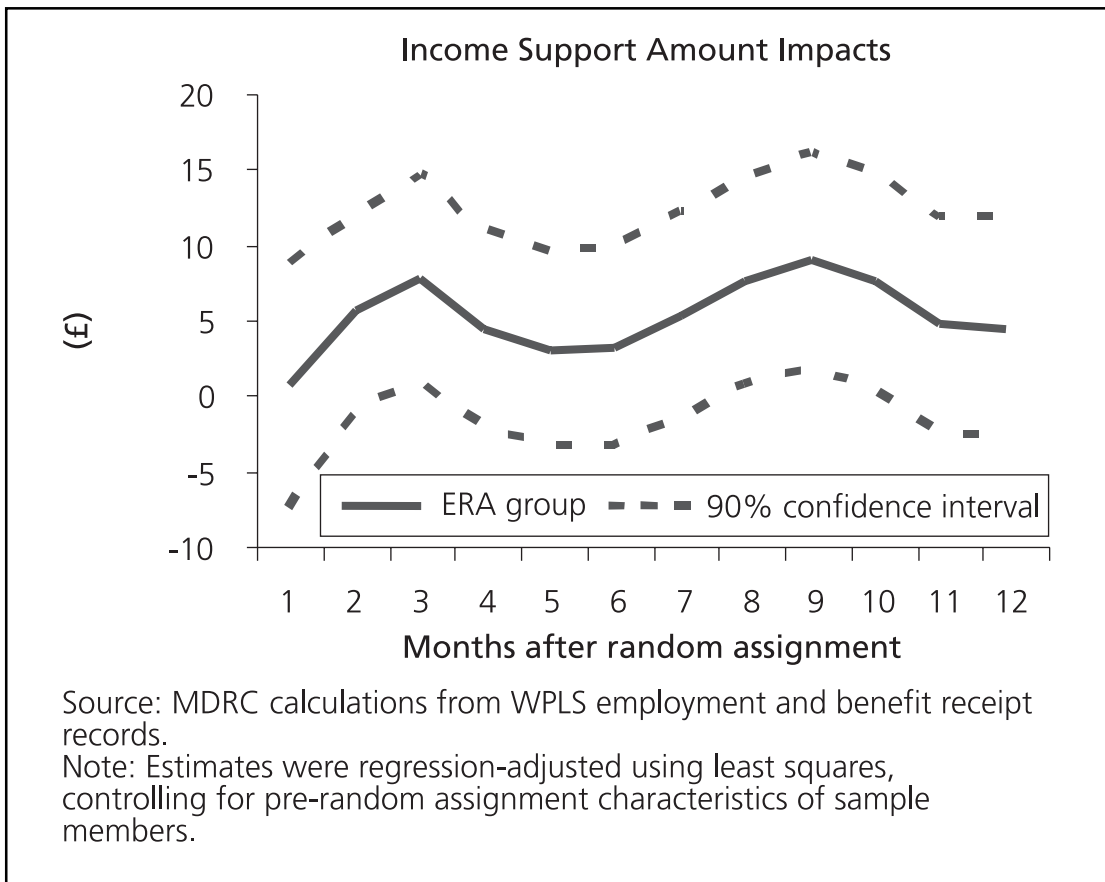
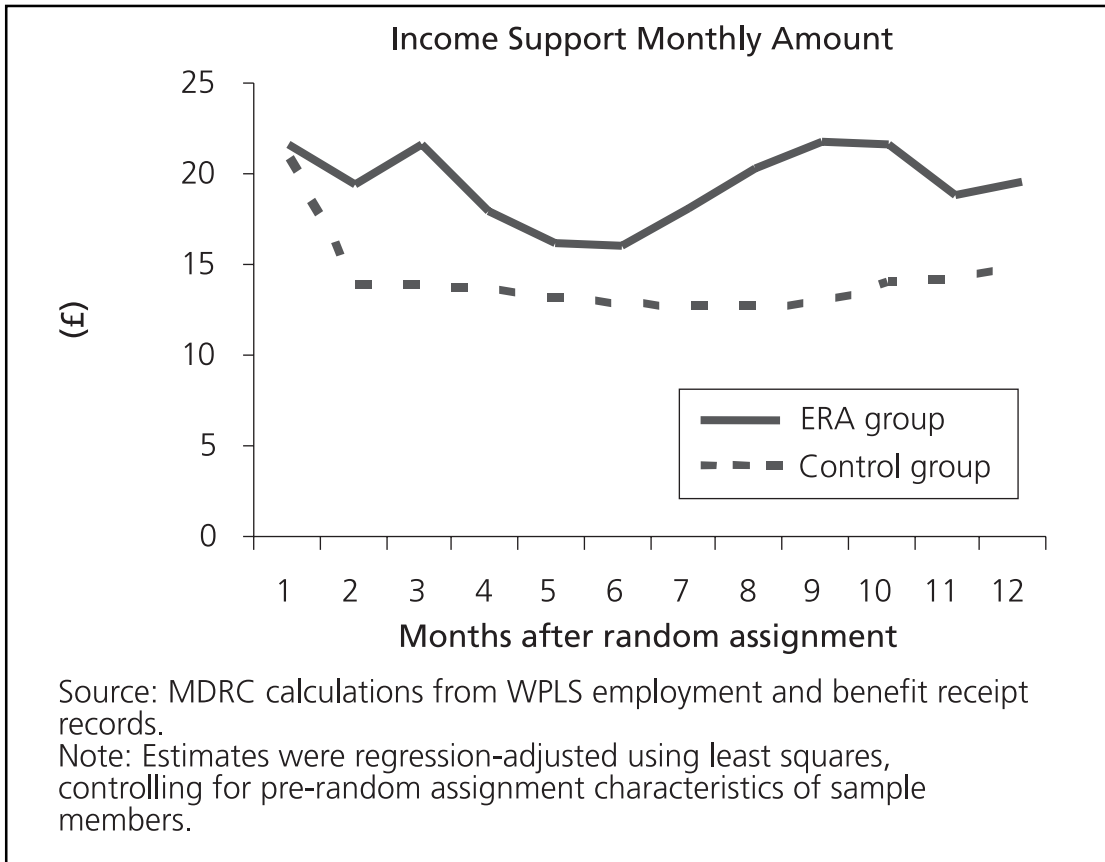


Figure FF.1 Continued

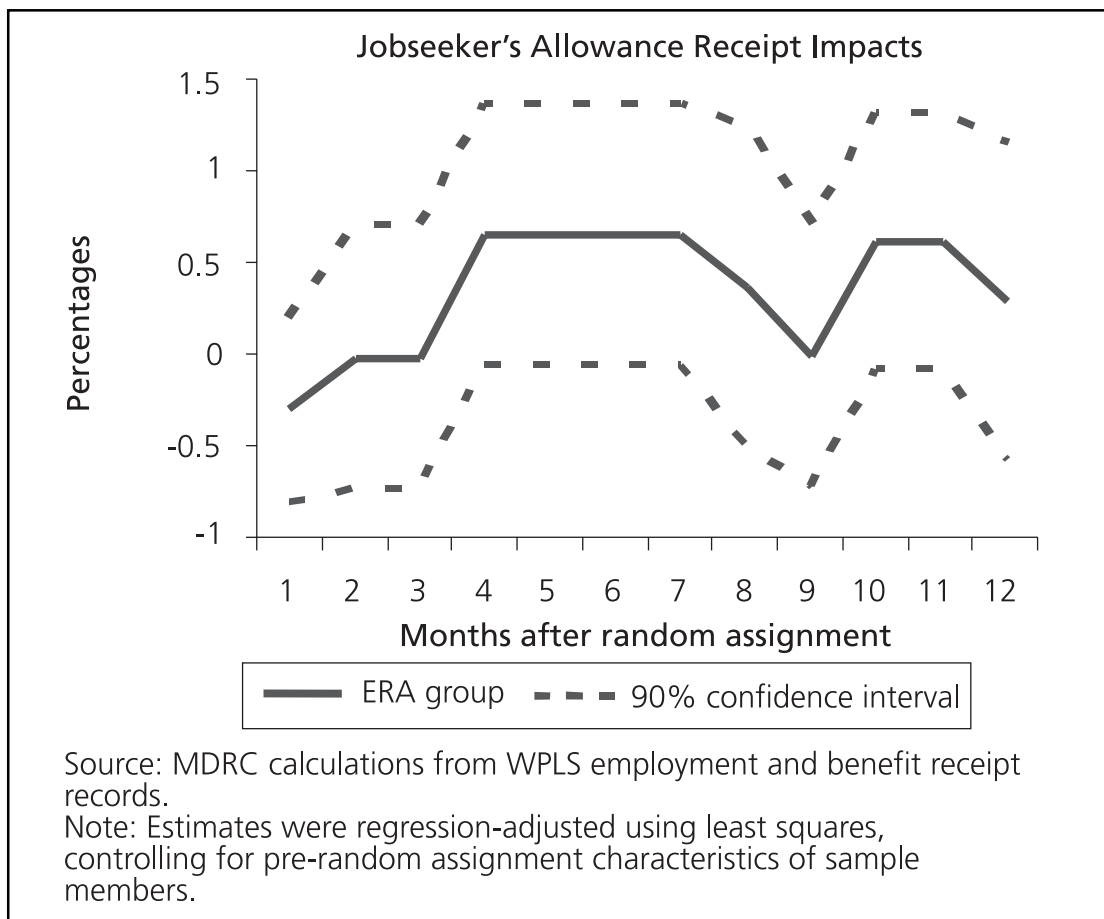
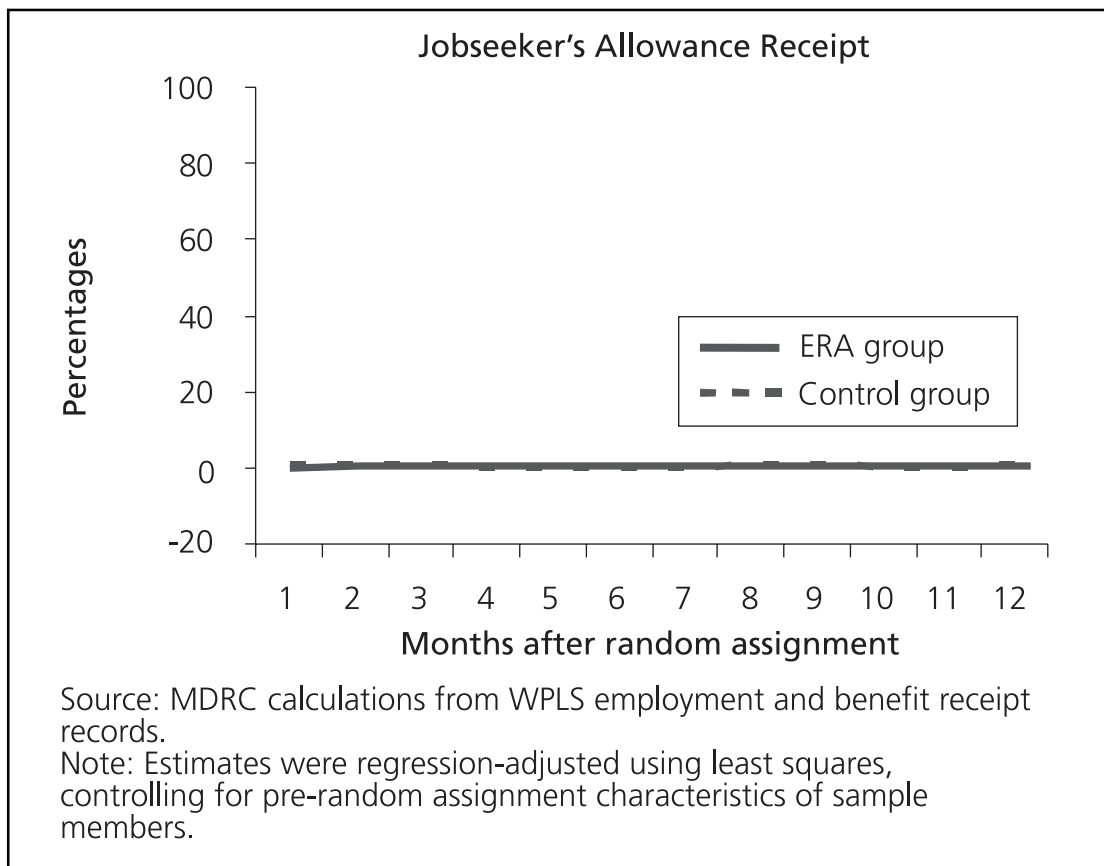
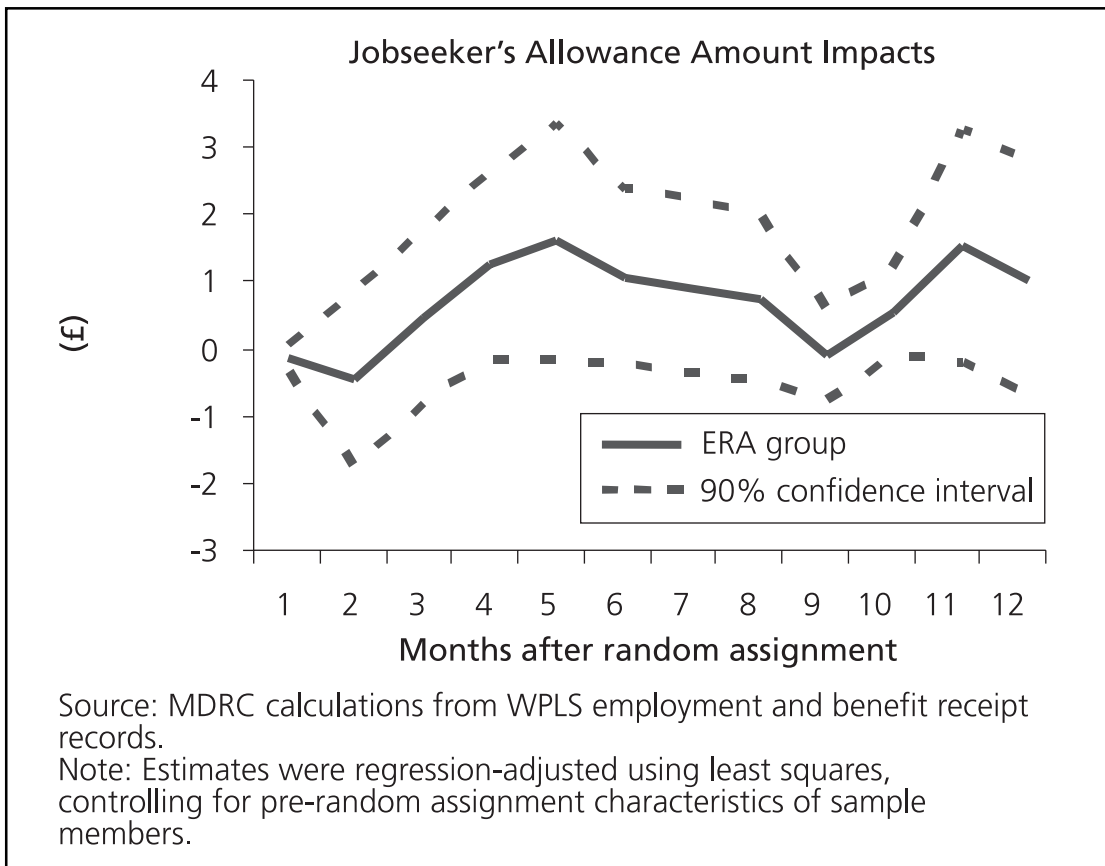
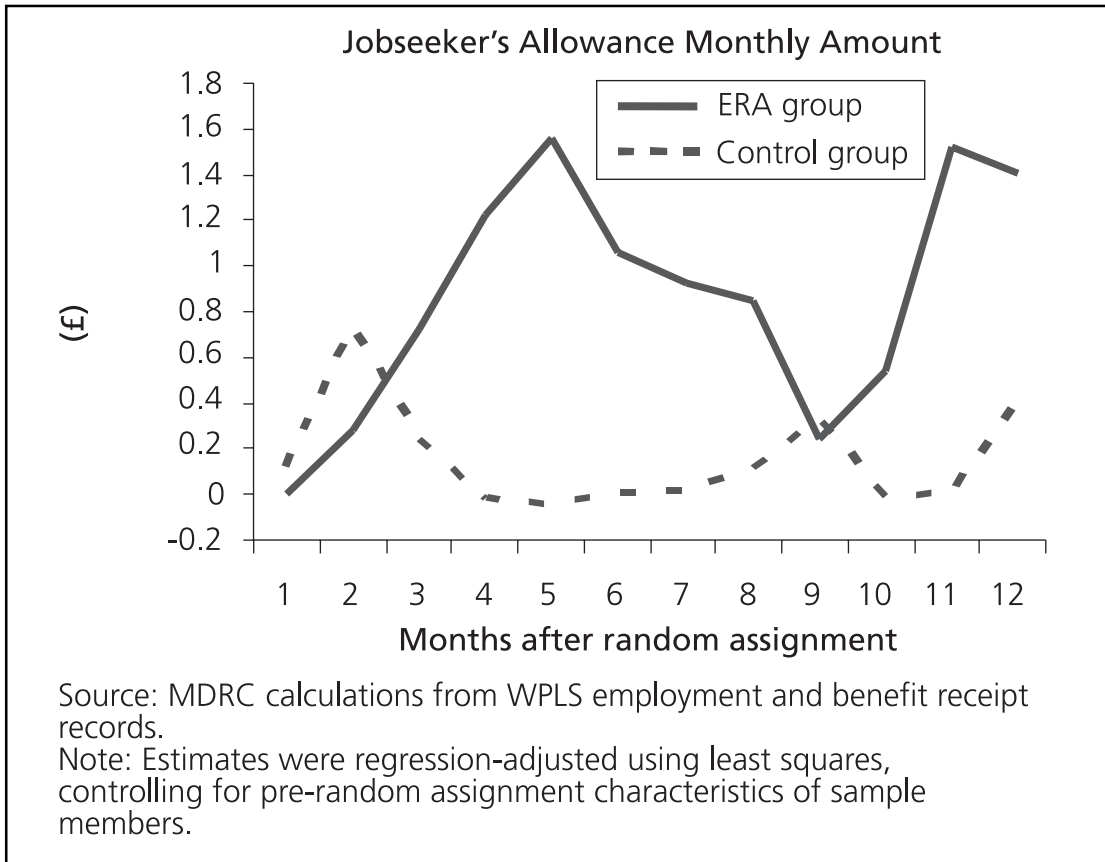


Figure FF.1 Continued



Supplemental Appendix GG

Standard errors of the effects of ERA, by target group

**Table GG.1 Effects of ERA on employment and earnings (standard errors included)
New Deal for Lone Parents customers**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Employment					
Ever worked during year 1 (%)	66.2	61.7	4.5**	0.018	0.013
Number of months worked in year 1 ^a	5.7	5.1	0.6***	0.186	0.001
Number of months worked full time in year 1	2.3	1.5	0.7***	0.145	0.000
Number of months worked part time in year 1	3.4	3.5	-0.1	0.179	0.424
Working at month 12 (%)	49.8	47.6	2.2	1.894	0.244
Average hours worked per week at month 12	12.8	11.3	1.5***	0.551	0.006
Hours worked per week at month 12					
Did not work (%)	50.2	52.4	-2.2	1.894	0.244
1 to 15 hours (%)	5.9	4.7	1.2	0.852	0.152
16 to 29 hours (%)	21.6	28.0	-6.4***	1.676	0.000
30 or more hours (%)	22.3	14.9	7.4***	1.485	0.000
<i>Average weekly hours among workers</i>	25.6	23.9		0.580	
Earnings					
Total earnings in year 1 (£)	3,594	2,783	811***	178.780	0.000
Hourly earnings at month 12					
Did not work (%)	50.2	52.4	-2.2	1.894	0.244
£5 or less (%)	14.8	13.6	1.2	1.389	0.399
£5.01 to 6.99 (%)	18.3	19.7	-1.4	1.560	0.378
£7.00 or more (%)	13.8	11.3	2.4*	1.292	0.060
<i>Average hourly wage among workers (£)</i>	6.5	6.4		0.143	
Weekly earnings at month 12 (£)	82	68	14***	4.263	0.001
Sample size = 2,604	1,317	1,287			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table GG.2 Effects of ERA on benefit receipt (standard errors included)
New Deal for Lone Parents customers**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Survey data					
Receiving JSA at month 12 (%)	2.3	2.1	0.3	0.006	0.639
JSA average per week (£)	1	1	0	0.338	0.987
Receiving WTC at month 12 (%)	42.4	41.3	1.1	0.019	0.574
WTC average per week (£)	23	23	0	1.415	0.726
Receiving CTC at month 12 (%)	66.3	65.1	1.2	0.018	0.508
CTC average per week (£)	39	37	2	1.536	0.212
Receiving IS at month 12 (%)	45.6	49.5	-4.0**	0.019	0.037
IS average per week (£)	38	40	-2	1.833	0.307
Receiving housing benefit at month 12 (%)	54.5	61.3	-6.8***	0.019	0.000
Receiving other state benefit at month 12 (%)	5.9	8.1	-2.2**	0.010	0.028
Other state benefit amount per week (£)	3	3	0	0.561	0.504
Records data					
Number of months received JSA in year 1	0.2	0.1	0.0	0.041	0.234
Total JSA received in year 1 (£)	40	29	11	10.230	0.303
Number of months received IS in year 1	7.3	7.7	-0.5***	0.170	0.005
Total IS received in year 1 (£)	2,860	3,031	-172*	88.773	0.053
Number of months received IS or JSA in year 1	7.4	7.9	-0.4***	0.170	0.009
Total IS and JSA received in year 1 (£)	2,899	3,060	-161*	88.577	0.069
Number of months received IB in year 1	0.4	0.4	0.0	0.074	0.855
Ever received IB in year 1 (%)	6.5	6.5	-0.1	0.967	0.934
Sample size = 2,604	1,317	1,287			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table GG.3 Effects of ERA on employment and earnings (standard errors included)
New Deal 25 Plus customers**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Employment					
Ever worked during year 1 (%)	49.4	49.1	0.3	0.020	0.891
Number of months worked in year 1 ^a	3.6	3.4	0.2	0.177	0.367
Number of months worked full time in year 1	2.5	2.3	0.2	0.159	0.173
Number of months worked part time in year 1	1.0	1.1	0.0	0.119	0.760
Working at month 12 (%)	36.2	33.8	2.5	1.944	0.208
Average hours worked per week at month 12	12.3	11.1	1.2*	0.729	0.095
Hours worked per week at month 12					
Did not work (%)	63.8	66.2	-2.5	1.944	0.208
1 to 15 hours (%)	2.6	4.1	-1.4*	0.752	0.055
16 to 29 hours (%)	6.6	5.6	1.0	1.003	0.311
30 or more hours (%)	26.7	23.8	2.9	1.800	0.109
<i>Average weekly hours among workers</i>	<i>34.1</i>	<i>33.0</i>		0.882	
Earnings					
Total earnings in year 1 (£)	2,710	2,419	291	197.628	0.140
Hourly earnings at month 12					
Did not work (%)	63.8	66.2	-2.5	1.944	0.208
£5 or less (%)	11.2	10.7	0.5	1.341	0.686
£5.01 to 6.99 (%)	13.1	10.4	2.7*	1.387	0.056
£7.00 or more (%)	8.6	9.0	-0.4	1.212	0.761
<i>Average hourly wage among workers (£)</i>	<i>6.4</i>	<i>6.4</i>		0.231	
Weekly earnings at month 12 (£)	71	63	7	5.382	0.177
Sample size = 2,213	1,121	1,092			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table GG.4 Effects of ERA on benefit receipt (standard errors included)
New Deal 25 Plus customers**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Survey data					
Receiving JSA at month 12 (%)	42.2	47.4	-5.1**	0.021	0.012
JSA average per week (£)	26	28	-2*	1.418	0.098
Receiving WTC at month 12 (%)	15.1	14.9	0.2	0.015	0.897
WTC average per week (£)	7	8	-1	1.038	0.181
Receiving CTC at month 12 (%)	12.7	13.6	-0.9	0.011	0.422
CTC average per week (£)	8	10	-2*	0.999	0.083
Receiving IS at month 12 (%)	11.2	10.8	0.3	0.013	0.813
IS average per week (£)	7	7	0	0.962	0.742
Receiving housing benefit at month 12 (%)	46.1	48.3	-2.2	0.021	0.290
Receiving other state benefit at month 12 (%)	9.9	6.9	3.0**	0.012	0.011
Other state benefit amount per week (£)	5	3	2**	0.733	0.017
Records data					
Number of months received JSA in year 1	8.0	8.1	-0.1	0.159	0.396
Total JSA received in year 1 (£)	2,330	2,334	-4	68.918	0.954
Number of months received IS in year 1	0.8	0.9	0.0	0.105	0.846
Total IS received in year 1 (£)	221	199	21	30.891	0.490
Number of months received IS or JSA in year 1	8.7	8.8	-0.1	0.156	0.390
Total IS and JSA received in year 1 (£)	2,551	2,534	17	68.798	0.801
Number of months received IB in year 1	1.0	1.0	-0.1	0.112	0.417
Ever received IB in year 1	15.3	17.3	-2.0	1.565	0.212
Sample size = 2,213	1,121	1,092			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table GG.5 Effects of ERA on employment and earnings (standard errors included)
Working Tax Credit customers - East Midlands**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Employment					
Ever worked during year 1 (%)	96.0	97.9	-1.9	0.013	0.125
Number of months worked in year 1 ^a	10.9	11.3	-0.3	0.188	0.108
Number of months worked full time in year 1	2.9	1.9	1.0***	0.354	0.004
Number of months worked part time in year 1	8.1	9.4	-1.3***	0.381	0.001
Working at month 12 (%)	89.6	92.2	-2.6	2.132	0.225
Average hours worked per week at month 12	22.2	21.3	0.9	0.776	0.227
Hours worked per week at month 12					
Did not work (%)	10.4	7.8	2.6	2.132	0.225
1 to 15 hours (%)	2.1	1.6	0.4	1.059	0.675
16 to 29 hours (%)	59.7	72.7	-13.1***	3.632	0.000
30 or more hours (%)	27.8	17.8	10.1***	3.239	0.002
<i>Average weekly hours among workers</i>	<i>24.7</i>	<i>23.1</i>			
Earnings					
Total earnings in year 1 (£)	7,661	7,604	57	350.407	0.871
Hourly earnings at month 12					
Did not work (%)	10.4	7.8	2.6	2.132	0.225
£5 or less (%)	17.1	22.5	-5.4*	3.151	0.086
£5.01 to 6.99 (%)	36.2	31.8	4.4	3.855	0.253
£7.00 or more (%)	35.4	36.7	-1.3	3.462	0.706
<i>Average hourly wage among workers (£)</i>	<i>7.0</i>	<i>7.0</i>		0.196	
Weekly earnings at month 12 (£)	155	150	5	7.496	0.479
Sample size = 659	325	334			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table GG.6 Effects of ERA on benefit receipt (standard errors included)
Working Tax Credit customers - East Midlands**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Survey data					
Receiving JSA at survey (%)	0.6	0.0	0.6	0.004	0.149
JSA average per week (£)	0	0	0	0.239	0.149
Receiving WTC at survey (%)	78.7	81.8	-3.2	0.030	0.293
WTC average per week (£)	37	39	-3	2.393	0.270
Receiving CTC at survey (%)	90.7	89.6	1.1	0.023	0.621
CTC average per week (£)	54	50	4*	2.436	0.074
Receiving IS at survey (%)	8.9	6.0	2.8	0.019	0.143
IS average per week (£)	4	3	1	1.006	0.442
Receiving housing benefit at survey (%)	16.8	21.7	-4.9*	0.029	0.090
Receiving other state benefit at survey (%)	7.2	8.0	-0.8	0.021	0.685
Other state benefit amount per week (£)	4	4	0	1.395	0.747
Records data					
Number of months received JSA in year 1	0.1	0.0	0.0	0.034	0.220
Total JSA received in year 1 (£)	10	2	8	5.966	0.158
Number of months received IS in year 1	1.2	0.8	0.4**	0.187	0.036
Total IS received in year 1 (£)	233	169	64	41.739	0.125
Number of months received IS or JSA in year 1	1.2	0.8	0.4**	0.191	0.024
Total IS and JSA received in year 1 (£)	244	171	72*	42.429	0.088
Number of months received IB in year 1	0.1	0.1	0.0	0.070	0.583
Ever received IB in year 1 (%)	2.3	2.2	0.1	1.153	0.954
Sample size = 659	325	334			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

**Table GG.7 Effects of ERA on employment and earnings (standard errors included)
Working Tax Credit customers**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Employment					
Ever worked during year 1 (%)	97.1	97.2	0.0	0.009	0.984
Number of months worked in year 1 ^a	11.0	11.1	-0.1	0.136	0.701
Number of months worked full time in year 1	2.9	2.0	0.9***	0.255	0.000
Number of months worked part time in year 1	8.1	9.1	-1.0***	0.276	0.000
Working at month 12 (%)	89.8	90.5	-0.6	1.600	0.699
Average hours worked per week at month 12	22.2	21.3	1.0*	0.581	0.100
Hours worked per week at month 12					
Did not work (%)	10.2	9.5	0.6	1.600	0.699
1 to 15 hours (%)	2.0	1.7	0.3	0.757	0.731
16 to 29 hours (%)	58.6	68.8	-10.2***	2.647	0.000
30 or more hours (%)	29.2	19.9	9.3***	2.369	0.000
<i>Average weekly hours among workers</i>	24.8	23.6		0.487	
Earnings					
Total earnings in year 1 (£)	7,796	7,660	136	248.878	0.585
Hourly earnings at month 12					
Did not work (%)	10.2	9.5	0.6	1.600	0.699
£5 or less (%)	18.3	20.6	-2.4	2.216	0.280
£5.01 to 6.99 (%)	32.1	29.8	2.2	2.700	0.412
£7.00 or more (%)	38.3	38.8	-0.5	2.532	0.838
<i>Average hourly wage among workers (£)</i>	7.2	7.2		0.150	
Weekly earnings at month 12 (£)	157	152	6	5.647	0.309
Sample size = 1,299	657	642			

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Italics indicate comparisons that are non-experimental. These measures are computed only for sample members who were employed. Since there may be differences in the characteristics of programme group and control group members who were employed, any differences in outcomes may not necessarily be attributable to the ERA programme. Statistical tests were not performed.

^a A respondent is counted as having worked in a month if he or she worked at least one day that month.

**Table GG.8 Effects of ERA on benefit receipt (standard errors included)
Working Tax Credit customers**

Outcome	ERA Group	Control Group	Difference (Impact)	Standard Error	P-value
Survey data					
Receiving JSA at month 12 (%)	0.8	0.3	0.5	0.004	0.256
JSA average per week (£)	0	0	0	0.227	0.249
Receiving WTC at month 12 (%)	80.3	81.2	-1.0	0.022	0.645
WTC average per week (£)	39	41	-2	1.804	0.310
Receiving CTC at month 12 (%)	91.6	89.1	2.4	0.016	0.134
CTC average per week (£)	53	50	3*	1.804	0.085
Receiving IS at month 12 (%)	8.2	6.8	1.4	0.014	0.331
IS average per week (£)	4	3	0	0.716	0.704
Receiving housing benefit at month 12 (%)	19.1	24.0	-4.9**	0.022	0.023
Receiving other state benefit at month 12 (%)	5.5	8.0	-2.5*	0.014	0.073
Other state benefit amount per week (£)	3	4	-1	0.946	0.284
Records data					
Number of months received JSA in year 1	0.1	0.0	0.0	0.031	0.462
Total JSA received in year 1 (£)	11	8	3	6.957	0.631
Number of months received IS in year 1	1.1	0.9	0.1	0.134	0.332
Total IS received in year 1 (£)	212	205	7	30.091	0.808
Number of months received IS or JSA in year 1	1.1	1.0	0.2	0.136	0.266
Total IS and JSA received in year 1 (£)	224	213	11	30.647	0.728
Number of months received IB in year 1	0.1	0.2	0.0	0.055	0.559
Ever received IB in year 1	2.7	3.3	-0.6	0.947	0.554
Sample size = 1,299	657	642			

Source: MDRC calculations from the ERA 12-month customer survey and benefit receipt records.

Notes: JSA = Jobseeker's Allowance; IS = Income Support; WTC = Working Tax Credit; CTC = Child Tax Credit; IB = Incapacity Benefit.

Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Supplemental Appendix HH Frequency and type of contact with Jobcentre Plus staff, by target group

**Table HH.1 Contact with Jobcentre Plus staff
New Deal for Lone Parents customers**

Outcome	ERA Group	Control Group	Difference (Impact)	P-value
Regardless of work status:				
Customer had any face-to-face and/or telephone contact with Jobcentre Plus staff: (%)	85.3	71.6	13.7***	0.000
Method of contact with Jobcentre Plus staff: (%)				
Face-to-face	74.8	64.3	10.5***	0.000
Telephone	55.1	36.1	19.0***	0.000
Frequency of contact with Jobcentre Plus staff: (%)				
Face-to-face contact				
Once or twice	19.8	23.1	-3.2**	0.044
3-9 times	40.6	31.4	9.2***	0.000
10 or more times	14.3	9.8	4.6***	0.000
Telephone contact				
Once or twice	16.3	15.6	0.7	0.625
3-9 times	30.7	16.0	14.7***	0.000
10 or more times	8.2	4.4	3.8***	0.000
Customer had face-to-face contact with Jobcentre Plus staff and customer initiated such contact: (%)	61.8	55.0	6.8***	0.000
Customer would have liked more contact with Jobcentre Plus staff : (%)	25.5	27.5	-2.0	0.235
While customer was working:				
Method of contact with Jobcentre Plus staff: (%)				
Face-to-face	37.8	17.5	20.3***	0.000
Telephone	33.9	13.3	20.6***	0.000
Frequency of contact with Jobcentre Plus staff: (%)				
Face-to-face contact				
Once or twice	16.4	10.8	5.6***	0.000
3-9 times	18.0	5.5	12.6***	0.000
10 or more times	3.4	1.2	2.1***	0.000

Continued

Table HH.1 Continued

Outcome	ERA Group	Control Group	Difference (Impact)	P-value
Telephone contact				
Once or twice	14.5	8.2	6.3***	0.000
3-9 times	16.2	3.9	12.2***	0.000
10 or more times	3.3	1.2	2.1***	0.000
Sample size	1,317	1,287		

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Somewhat different proportions of ERA and control group members in the New Deal for Lone Parents customer group – 66.2 per cent of the ERA group and 61.7 per cent of the control group, for a statistically significant difference of 4.5 percentage points – worked at some point during the follow-up period. As a result, in judging differences between the two groups, e.g. in their likelihood of having face-to-face contacts while working, this difference should be taken into account.

**Table HH.2 Contact with Jobcentre Plus staff
New Deal 25 Plus customers**

Outcome	ERA Group	Control Group	Difference (Impact)	P-value
Regardless of work status:				
Customer had any face-to-face and/or telephone contact with Jobcentre Plus staff: (%)	84.5	78.2	6.2***	0.000
Method of contact with Jobcentre Plus staff: (%)				
Face-to-face	79.1	75.3	3.9**	0.030
Telephone	41.4	28.0	13.4***	0.000
Frequency of contact with Jobcentre Plus staff: (%)				
Face-to-face contact				
Once or twice	9.8	12.0	-2.2*	0.093
3-9 times	26.3	23.0	3.4*	0.066
10 or more times	43.0	40.3	2.7	0.195
Telephone contact				
Once or twice	9.3	7.6	1.7	0.147
3-9 times	18.5	13.2	5.3***	0.001
10 or more times	13.6	7.2	6.4***	0.000
Customer had face-to-face contact with Jobcentre Plus staff and customer initiated such contact: (%)	55.6	49.9	5.7***	0.008
Customer would have liked more contact with Jobcentre Plus staff: (%)	25.4	27.9	-2.5	0.187
While customer was working:				
Method of contact with Jobcentre Plus staff: (%)				
Face-to-face	27.1	12.0	15.1***	0.000
Telephone	20.8	6.4	14.4***	0.000
Frequency of contact with Jobcentre Plus staff: (%)				
Face-to-face contact				
Once or twice	8.2	5.2	3.0***	0.005
3-9 times	13.1	4.1	9.0***	0.000
10 or more times	5.8	2.7	3.1***	0.000

Continued

Table HH.2 Continued

Outcome	ERA Group	Control Group	Difference (Impact)	P-value
Telephone contact				
Once or twice	6.6	2.7	3.8***	0.000
3-9 times	10.2	2.9	7.3***	0.000
10 or more times	4.0	0.7	3.3***	0.000
Sample size	1,121	1,092		

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Very similar proportions of ERA and control group members in the New Deal 25 Plus customer group – 49.4 per cent of the ERA group and 49.1 per cent of the control group – worked at some point during the follow-up period. Thus, New Deal 25 Plus customers in the ERA and control groups had equal opportunity to have different types of in-work contact.

**Table HH.3 Contact with Jobcentre Plus staff
Working Tax Credit customers - East Midlands only**

Outcome	ERA Group	Control Group	Difference (Impact)	P-value
Regardless of work status:				
Customer had any face-to-face and/or telephone contact with Jobcentre Plus staff: (%)	91.4	25.1	66.3***	0.000
Method of contact with Jobcentre Plus staff: (%)				
Face-to-face	78.8	18.2	60.6***	0.000
Telephone	73.7	14.8	58.9***	0.000
Frequency of contact with Jobcentre Plus staff: (%)				
Face-to-face contact				
Once or twice	24.7	11.3	13.5***	0.000
3-9 times	44.0	5.7	38.4***	0.000
10 or more times	10.1	1.3	8.8***	0.000
Telephone contact				
Once or twice	20.2	9.4	10.7***	0.000
3-9 times	40.2	4.9	35.4***	0.000
10 or more times	13.3	0.5	12.8***	0.000
Customer had face-to-face contact with Jobcentre Plus staff and customer initiated such contact: (%)	54.5	16.8	37.7***	0.000
Customer would have liked more contact with Jobcentre Plus staff: (%)	21.1	18.9	2.2	0.500
While customer was working:				
Method of contact with Jobcentre Plus staff: (%)				
Face-to-face	73.4	12.5	60.9***	0.000
Telephone	70.0	11.9	58.1***	0.000
Frequency of contact with Jobcentre Plus staff: (%)				
Face-to-face contact				
Once or twice	26.2	9.3	16.9***	0.000
3-9 times	39.4	3.0	36.5***	0.000
10 or more times	7.8	0.2	7.6***	0.000

Continued

Table HH.3 Continued

Outcome	ERA Group	Control Group	Difference (Impact)	P-value
Telephone contact				
Once or twice	21.1	8.6	12.5***	0.000
3-9 times	38.1	3.1	35.1***	0.000
10 or more times	10.8	0.3	10.5***	0.000
Sample size	325	334		

Source: MDRC calculations from the ERA 12-month customer survey.

Notes: Estimates were regression-adjusted using ordinary least squares, controlling for pre-random assignment characteristics of sample members.

Rounding may cause slight discrepancies in calculating sums and differences.

Two-tailed t-tests were applied to differences between outcomes for the ERA group and the control group. Statistical significance levels are indicated as: * = 10 per cent; ** = 5 per cent; and *** = 1 per cent.

Very similar proportions of ERA and control group members in the Working Tax Credit customer group in East Midlands – 96.0 per cent of the ERA group and 97.9 per cent of the control group – worked at some point during the follow-up period. Thus, Working Tax Credit customers in East Midlands in both the ERA and control groups had roughly equal opportunity to have different types of in-work contact.

