

2002 New East Manchester Perception Survey

1. INTRODUCTION.....	1
1.1 METHODOLOGY.....	1
1.2 ACCURACY.....	2
1.3 QUESTIONNAIRE DESIGN.....	2
2. EDUCATION.....	4
2.1 QUALIFICATIONS.....	4
2.2 ADULT TRAINING & EDUCATION.....	5
2.3 IMPROVING BASIC SKILLS.....	7
2.4 COMPUTERS & IT.....	8
3. THE FAMILY AND CHILDCARE.....	9
3.1 FAMILY PROFILING INFORMATION.....	9
3.2 CHILDCARE.....	9
4. VIEWS ON JOBS IN EAST MANCHESTER.....	12
4.1 THE CURRENT JOB SITUATION.....	12
4.2 HELP AND SUPPORT.....	13
5. EMPLOYMENT IN EAST MANCHESTER.....	14
5.1 CURRENT EMPLOYMENT.....	14
6. RESIDENTS WHO WORK FULL OR PART TIME.....	16
6.1 MEANS OF GETTING PRESENT JOB.....	16
6.2 PREVIOUS EMPLOYMENT SITUATION.....	17
6.3 TRAVEL TO WORK.....	17
6.4 LOOKING FOR ANOTHER JOB.....	18
6.5 PEOPLE WHO WORK PART TIME.....	19
7. RESIDENTS WHO ARE NOT WORKING.....	21
7.1 RESIDENTS WHO ARE NOT WORKING BUT ARE LOOKING FOR WORK.....	21
7.1.1 PREVIOUS EMPLOYMENT SITUATION.....	22
7.1.2 HELP IN LOOKING FOR A NEW JOB.....	23
7.2 RESIDENTS WHO ARE NOT WORKING AND NOT LOOKING FOR WORK.....	24
7.3 RESIDENTS WHO HAVE RETIRED EARLY.....	26
8. PROFILING INFORMATION ON RESPONDENTS & WIDER POPULATION.....	27
8.1 AGE.....	27
8.2 GENDER.....	27
8.3 ETHNICITY.....	27
8.4 LANGUAGE AND APPLICATIONS FOR REFUGEE STATUS.....	28
8.5 EMPLOYMENT STATUS.....	28
8.6 SOURCES OF INCOME.....	29
8.7 STATE BENEFITS.....	30
8.8 LEVELS OF INCOME.....	30
8.9 STATUS OF RESPONDENT.....	32

1. INTRODUCTION

In June 2002 Kwest Research was commissioned by New East Manchester to conduct an extensive survey of residents. As part of the overall project, the local population was surveyed regarding their skills and training needs. The findings from this element of the research form the basis of this report.

In the past thirty years East Manchester, historically an industrial centre, has suffered from major economic decline. However, since 1999 the 1,1000 hectare area east of Manchester city centre has been at the heart of a major scheme for urban regeneration. A key aspect of the strategy has been to improve the employment opportunities of the local populace, as current unemployment levels are double the national average. In order to do this, the cycle of an under-employed regional population versus local businesses unable to find people with enough skills needs to be broken.

This research is designed to examine the level of education residents of East Manchester have achieved, their perceptions and aspirations, and to provide detailed analysis of their employment status and prospects. This project was conducted by Kwest concurrently with a broader survey examining residents' perceptions of the area. The results from that survey can be found in a separate report.

1.1 METHODOLOGY

The 2002 Skills survey of residents was conducted using a face-to-face technique. Only those of working age not in full-time education were interviewed, i.e. between the ages of 16-65 for men and 16-60 for women. Initially, any adult in the home aged 16+ who was not in full time education was randomly interviewed. Interviewers also collected data on all other household members, and in the late stages of the project, this information was used to ensure that the profile of respondents closely matched that of the wider population of working age. Thus, particular groups were targeted towards the end of the fieldwork to create a balanced respondent profile. Using this technique, respondents closely mirror the population as a whole in terms of gender, age and work status.

Due to the specific targeting late on in the research, it is difficult to determine an overall response rate. However, interviewers encountered very few refusals, and for the randomly selected interviews, response rate is in the region of 60%.

A face to face technique was used for the following reasons:-

1. It allowed Kwest to ensure that those interviewed were representative of the wider population.
2. Face-to-face interviews generally achieve a higher response rate than a postal methodology.
3. The questionnaire format was too complex and lengthy, to be successfully administered using a self-completion technique.
4. Households are concentrated in a small geographical area, allowing for large numbers of interviews to be completed in a relatively short time.

1.2 ACCURACY

The accuracy of the data when using 1018 interviews to measure the views of all New East Manchester households containing residents of working age is $\pm 3\%$. To explain, an accuracy level of $\pm 3\%$ means that if 50% of respondents answer “yes” to a yes/no question, then we know that between 47% and 53% of all households with residents of working age would give the same reply, including those who declined to take part.

Accuracy at sub-area level (Beacons/NDC and Ancoats/Miles Platting/other areas) is slightly poorer:

- Beacons/NDC = $\pm 3.6\%$
- Ancoats/Miles Platting/other areas = $\pm 5.4\%$

1.3 QUESTIONNAIRE DESIGN

Kwest worked closely with representatives of New East Manchester during the design stage to develop a questionnaire which covers education and training, childcare, current levels of employment and residents’ views of the job market in the East Manchester area.

The key findings of the 2002 Skills survey are summarised under the following chapters:

- Education
- The Family And Childcare
- Views On Jobs In East Manchester
- Employment In East Manchester
- Residents Who Are Not Working
- Profiling Information On Respondents And The Wider Population

2. EDUCATION

Historically, manufacturing industries in East Manchester have been the main employers of the local workforce. Because such jobs usually involve skills learnt in-house, educational attainment has not always been a priority for the local population. However, with the decline of manufacturing in East Manchester, regeneration requires new businesses to fill the void. The key resource necessary to achieve this is a skilled and educated local labour force. It is clearly vital, therefore, to raise levels of educational attainment by providing residents with help and training in line with their needs and aspirations. The first step of this process is to discover what qualifications and training local residents already have, and then to determine what they require.

2.1 QUALIFICATIONS

- Of all the respondents surveyed in East Manchester, just over half have any qualifications (54%).
- GCSE/SCE/O Levels are by far the most commonly obtained qualifications- indeed over a third of people with qualifications have these (37%). Two in ten respondents have gained these qualifications with grades A-C, and 15% with grades lower than C.
- National Vocational Qualifications are also relatively common (8% have GNVQ/GSVQ/NVQ/SVQ Level 2, 5% have NVQ/SVQ Level 1 and 3% have NVQ/SVQ Level 3), whilst slightly smaller proportions have City and Guilds qualifications.
- Of all respondents, 9% have achieved passes at GCSE/O-Level grades A-C for fewer than five subjects, whilst 13% have five or more subjects with grades A-C. The most popular qualifications obtained by residents are listed in the table below, together with the proportions who have them:

<i>Type of Qualification</i>	<i>% residents</i>
• GCSE/SCE/O-Level grades A-C	21%
• GCSE/SCE/O-Level lower than C	15%
• GNVQ/GSVQ/NVQ/SVQ Level 2	8%
• Other UK Professional Qualifications	9%
• A-Level Passes	6%
• NVQ/SVQ Level 1	5%
• City & Guilds Operative Awards	5%
• NVQ/SVQ Level 3	3%
• City & Guilds Higher Operative/Crafts	3%
• Other Overseas Qualifications	3%
• City & Guilds Advanced Craft	3%
• First Degree	3%
• CLAIT	2%
• CSE Grade 1	2%

2.2 ADULT TRAINING & EDUCATION

- Around half of all respondents (53%) *would like* to undertake a training course.
- In general, residents understand the importance of education when looking to further their career. Seven in ten (71%) feel that training will help them *get a job*, whilst six in ten (58%) agree that training will help them *progress* in their career or job.
- The importance which many residents attach to education and training is reflected by the fact that three in ten (31%) have taken part in education or training of some kind within the last year (this includes education or training as part of employment, government training schemes, Open University courses and work experience schemes). 22% have completed their education/training.
- Of those residents who express an interest in undertaking training, by far the most popular type of course involves IT/computing. Training for caring professions is also fairly popular (a tenth in each case are interested in training for childcare and nursing) together with training in business skills. For easy reference, the results are tabulated below:

<i>Type of training</i>	<i>% interested</i>
• IT/Computing	36%
• Caring for children	11%
• Nursing	10%
• Business skills/administration	10%
• Foreign language	9%
• Running own business	7%
• Writing classes	6%

- 70% of residents have not undertaken any form of education or training in the last year. There are a number of reasons why they have not done so, the most common being *not enough time, family childcare commitments, and work pressures*. However, two in ten residents reveal a degree of apathy towards taking part in a course, admitting that *nothing prevents me*. Nevertheless, it is encouraging to note that no one chooses *poor quality courses* as a reason not to be involved. The most commonly cited factors preventing respondents from taking part in education and training are listed below:

<i>Factor preventing participation in education & training</i>	<i>% respondents</i>
• Nothing prevents me	21%
• Not having enough time	18%
• Family childcare commitments	15%
• Work pressures	15%
• Feeling too old	9%
• Not having got around to it	7%
• Don't want to learn new things	4%
• Too expensive	3%
• Don't know what is available	3%
• No interesting courses in the area	3%
• Lack of suitable childcare	2%
• No suitable courses available	2%
• Costs of childcare	2%
• Lack of confidence	2%
• Waiting for chosen course to start	2%
• Don't know	2%

- 21% of respondents gave “another reason” why they are prevented from taking part in education or training. For many, health reasons are frequently cited. Other reasons, highlighted in the qualitative data include:

“They might stop my benefit.”

“I was not allowed to enrol on courses.”

“I wouldn’t be better off.”

“There’s no financial assistance.”

2.3 IMPROVING BASIC SKILLS

- Whilst only a third of residents have achieved any GCSE/O-Levels, most respondents feel that they are at the very least “OK”. Two-thirds (68%) rate their **literacy** as either *very good* or *fairly good*, 23% as *OK*, whilst just one in ten (9%) feels that it is *fairly/very poor*.
- Slightly lower proportions rate their levels of **numeracy** positively. Six in ten (61%) rate their standard as *very good* or *fairly good*, a quarter (26%) as *OK* and 13% as *fairly/very poor*.
- In terms of basic skills (such as reading/writing/maths), only a third (32%) feel that they need to improve. Of these:
 - 59% would like to improve their *maths*
 - 45% would like to improve their *spelling*
 - 36% would like to improve their *writing*
 - 33% would like to improve their *reading*
 - 15% feel that they would like to improve *confidence in their spoken English*.

2.4 COMPUTERS & IT

- Many residents use computers and are familiar with the technology. Indeed, findings earlier in this report indicate that a third of those who want more training are interested in IT/computing. Whilst 45% of residents have no access to IT facilities, it is interesting to note that:
 - 46% own a PC at home
 - 34% have access to the internet at home
 - 31% have access to email at home
 - 22% use a PC at work or in their place of study
 - 16% have email at work
 - 17% access to the internet at work
 - 9% use interactive services through a digital TV.
- Encouragingly, of those who do not have a home PC, a quarter of respondents (27%) are interested in buying one at low cost, whilst a third (34%) are interested in high-speed internet access at low cost.

3. THE FAMILY AND CHILDCARE

Affordable and accessible childcare is a fundamental requirement for people with dependants who wish to enter paid employment or undertake training or education. Thus, the survey sought to establish the types of childcare that are currently used by families in East Manchester, whether any barriers exist for families wishing to use childcare, and overall perceptions of the range and quality of care currently available.

3.1 FAMILY PROFILING INFORMATION

- Around half of households containing those of working age in East Manchester accommodate families with children or young dependants (48%). In more detail, around a quarter of respondents have children and are *living with a partner* (23%) whilst a similar proportion are *single* and have children (25%).
- Four in ten households with children contain just one child (44%) whilst a third have two children (35%). The remaining quarter of families have three or more children (22%).
- Around six in ten households (59%) accommodate children under 11 years of age. A fifth of children are under four and four in ten are between 4 and 10 years of age. A further quarter are between 11 and 15, whilst 16% are aged 16 or over. The age range of children and dependants is broken down as follows:
 - Under 4 years **21%**
 - 4-10 years **38%**
 - 11-15 years **26%**
 - 16-17 years **7%**
 - 18+ years **9%**

3.2 CHILDCARE

- A third of respondents (36%) with children/dependants in the household feel that the range and quality of childcare facilities available locally is insufficient. A lack of childcare facilities can have a great impact on the economic activity of parents and their

ability to undertake education and training. Findings discussed elsewhere in the report reflect this. For example, four in ten (39%) of those who are not working and are not looking for work say this is so because they *are looking after home/family*, whilst the same is true of 31% of those who work part time but would prefer full time hours. A further 7% of people who work part time say that *insufficient childcare facilities* prevent them from working more hours. Similarly, 15% say that *family childcare commitments* prevent them from undertaking education/training.

- Four in ten households (42%) with children use some form of childcare facilities. The most popular form is informal, for example *friends/neighbours* or *spouses/partners* care for the children in around three in ten households. Thus, only a quarter of those who use childcare actually pay for these facilities. Much smaller proportions use a nursery (9%), whilst tiny minorities use an after school club (5%), parent toddler/play group (3%), or holiday playscheme (3%). Around one in ten use other sources of childcare, and these are identified in qualitative data as:
 - Before School Club
 - Breakfast Club
 - Playbus
 - Health Centre Crèche
 - Other members of family/Grandparents
- Of those who pay for childcare, the majority report that the cost is less than £15 per day (78%). Around a tenth pay between £15 and £20 (12%), whilst only small proportions pay any more than this.
- A large proportion of those who use childcare state that it is situated *near home* (93%), whilst tiny minorities say they use childcare at their *place of work* (1%) or *near work* (1%).
- To establish whether there are any barriers to accessing childcare, residents were asked to specify their reasons for not using available facilities. 15% of households do not use childcare because the *fees/costs prevent them*, whilst 7% feel that the *facilities available are not suitable*. Around a fifth (17%) do not use childcare due to *personal preference*, whilst a further tenth (13%) are opposed to their child/children being *cared for by a stranger*.
- Around four in ten say that they do not use childcare due to another *unspecified reason* (37%), and these people were given the opportunity to comment as to why this is. Many

say that their children are *too old* to need childcare, whilst other reasons given are detailed below:

“Poor quality of facilities.”

“Lack of childcare places.”

“Lack of facilities.”

“Limited facilities.”

“No space in nursery.”

“Not good at English.”

- There are many primary and secondary schools in the East Manchester area. The most commonly attended by respondent households are:
 - Wright Robinson Sports College (8%)
 - St Mark’s CofE Primary (5%)
 - Ravensbury Junior and Infant School (5%)
 - Seymour Road Primary School (5%)
 - Higher Openshaw Primary School (5%)
 - St Willibroad’s RC Primary School (4%)
 - Corpus Christi with St Anne RC Primary School (3%)

4. VIEWS ON JOBS IN EAST MANCHESTER

During the skills survey, one of the issues that people of working age were asked to discuss was the existing job situation in East Manchester. Thus, people were asked to say whether they believe that employment opportunities have improved since the regeneration work began and how any positive changes have manifested themselves.

4.1 THE CURRENT JOB SITUATION

- In overall terms, many people believe that regeneration work has had a positive effect on people's ability to look for employment, but that more work needs to be done to create new opportunities. Thus, four in ten people (39%) of working age believe that the job situation in East Manchester has *changed for the better*. However, 44% have perceived *no change*. The full results are tabulated below:

<i>How the job situation has changed as a result of funding & regeneration</i>	<i>% residents</i>
Got better	39%
Stayed the same	44%
Got worse	4%
Can't say	13%

- The optimistic view is likely to be partially a result of the fact that three-quarters (74%) believe that there is *more support now than in the past for job seekers*. Further, six in ten (58%) say that there is *enough help available for people looking for jobs*. However, despite these positive findings, it remains that around half (50%) do not feel that local people are able to *able to secure employment in the area*, and only three in ten (31%) feel that *enough jobs are available*.

4.2 HELP AND SUPPORT

- As stated earlier, residents are generally very positive about the help available to those who are looking for work. Thus:
 - Three-quarters (75%) believe that the available support *helps people get work*.
 - Seven in ten (71%) are of the view that such help is *generally available in the area*.
- Meanwhile, slightly lesser proportions believe that the type of assistance people can access gives *needed work skills* (65%), *needed work experience* (65%) or *is of high quality* (61%).
- The help and support available to those trying to get training or achieve a further qualification were also examined. The survey findings reveal that people are generally more positive about this type of assistance than they are for that pertaining to finding work. The results for both aspects are compared below:

<i>Aspect of local help and support</i>	<i>% agreeing in relation to people finding work</i>	<i>% agreeing in relation to people obtaining training/qualifications</i>
Helps people get work	75%	79%
Generally available in area	71%	79%
Gives needed work skills	65%	76%
Gives needed work experience	65%	75%
Of a high quality	61%	69%

- The findings in this section indicate that efforts have been made to tackle the supply side of the local employment market, that is, improving access to job opportunities. However, given opinions of the actual availability of jobs, perhaps more work is needed in terms of creating new positions in order to fulfil this enhanced supply of labour.

5. EMPLOYMENT IN EAST MANCHESTER

In order to gain a detailed picture of the current employment situation of all residents, different questions were asked of those currently in employment and those who are unemployed/not working.

5.1 CURRENT EMPLOYMENT

- Six in ten homes have at least one household member who goes out to work (62%). A third (34%) contain one economically active person and a slightly smaller proportion (28%) have two or more household members in paid employment.
- Around half of those interviewed in the survey (51%) are in paid employment. The survey also gathered information on all household members of working age (aged 16+). The profile of respondents closely matches this as shown below: *

<i>Status</i>	<i>% respondents</i>	<i>% all those of working age in East Manchester</i>
Employed	51%	52%
Unemployed	13%	12%
Not employed, not looking	36%	30%
Retired	0%	3%
Full-time education	0%	4%

* Please note that households containing only retired people were not included in the survey.

- 76% of those who are not currently in paid work have previously had paid employment.

- The economic status of all *respondents* is described in greater detail below:

<i>Employment status</i>	<i>% respondents</i>
• Working full time	36%
• At home/not seeking work	19%
• Working part time	15%
• Not working - long term disabled/sick	12%
• Registered unemployed	9%
• Other work status	2%
• Retired	1%
• Local Government training scheme	0%
• Modern apprenticeships	0%

6. RESIDENTS WHO WORK FULL OR PART TIME

Those currently working were asked a series of questions with the aim of establishing trends in finding work, movement between jobs and the type of work that is currently undertaken.

- As previously outlined in this report, around half of those interviewed are in paid employment. Indeed, a third work full time, whilst 15% work part time.
- The survey also sought to examine in more detail the number of hours people work each week. Thus, a fifth of those in paid employment work up to 21 hours a week and four in ten work between 22 and 38 hours a week. It is also notable that a considerable proportion of the working population in the survey area (39%) work more than 39 hours per week. A full breakdown of hours worked per week is detailed below:

• 0-5 hours	1%
• 6-10 hours	5%
• 11-21 hours	16%
• 22-31 hours	10%
• 32-38 hours	30%
• 39-48 hours	27%
• 48+ hours	12%
- People who are self-employed account for a tenth of the working population (10%). Of these, three in ten employ other members of staff.

6.1 MEANS OF GETTING PRESENT JOB

- Informal channels play an important role in the job market in East Manchester. Indeed three in ten of those currently working (28%) say that they got their present job through *hearing about the position from someone who worked there already*. More traditional methods of job-seeking are slightly less common - a fifth in each case said that they got their job through *direct application* (20%) or *replying to an advert* (18%). For reference, a full breakdown of the methods used are detailed below:

<i>Means used to get present job</i>	<i>% respondents</i>
• Hearing from someone	28%
• Direct application	20%
• Replying to advert	18%
• In other unspecified way	17%
• Jobcentre/Jobcentre Plus	9%
• Private employment agency	6%
• An ERP centre	1%
• Jobclub	0%

6.2 PREVIOUS EMPLOYMENT SITUATION

- A fifth of all those currently working have started a new job within the last year (20%). Further, for around half of those currently employed (52%), their present job is the only job they have had in the last five years. Three in ten (29%) have had two jobs in the last five years, whilst 8% have had three jobs. A considerable minority (11%) have had four or more different jobs in the past five years.
- 19% of those who are currently working have been *unemployed* in the last two years. Of these, eight in ten (82%) have been out of work just *once* in the past two years, whilst 18% say that they have been unemployed on *two or more* occasions.
- Of those who have been unemployed, 59% say that this period lasted for more than six months.

6.3 TRAVEL TO WORK

- The most popular method of getting to work is by *car/van/minibus*. Most travel to work as the *driver* of a car/van/minibus (42%) whilst only very small proportions travel to work as a *passenger* (3%).
- The majority of residents in East Manchester spend a relatively short amount of time travelling to and from work. Thus, for a third (36%) the journey takes 10 minutes or less, whilst for three in ten the journey takes between 11 and 20 minutes (30%). Less than a fifth of residents (17%) report that their average travel time is more than 30 minutes.

6.4 LOOKING FOR ANOTHER JOB

- Considerable proportions of those who are currently working have looked for a new or additional job in the last year. Indeed, three in ten (28%) have looked for a *different* job and a tenth have sought *additional* employment (9%).
- The most common reason why people are looking for another job is because they are *dissatisfied with the current pay* (selected by three in ten respondents). Slightly smaller proportions say that they are looking for new work because they *want a fresh challenge* or because they are *unhappy with aspects of their current job*. Factors such as the *hours worked*, the *location of work* or the *journey to work* are considered by only small proportions to be grounds for seeking other employment. For further reference, results are shown in full below:

<i>Reason for looking for another job</i>	<i>% respondents</i>
• Current pay is unsatisfactory	27%
• For a fresh challenge	24%
• Other unspecified reason	22%
• Unhappy with other aspects of job	16%
• Want to develop skills	9%
• Present job may come to an end	9%
• For career advance	8%
• Want to work more hours	7%
• Journey to work unsatisfactory	3%
• Want to work shorter hours	3%
• Present job is fill in work for me	3%
• Want to work in different locality	3%

- Respondents who are currently working but are looking for another job were asked to specify any barriers which they feel are stopping them from getting the type of work they want. Four in ten (43%) feel that there is nothing stopping them from getting their preferred work. After this the most common reason given is *no jobs available*, whilst respondents are also relatively likely to cite *no sufficient qualifications* or *lack of right qualifications* as factors. The most common barriers to getting their desired job are stated below:

Factors stopping people from getting desired job

% respondents

• No reason	43%
• No jobs available	13%
• No sufficient qualifications	10%
• Lack of right qualifications	10%
• Other unspecified reason	10%
• Pay too low	6%
• No sufficient skills and experience	6%
• Lack of right skills and experience	6%
• I am too old	5%
• Childcare not available	5%
• Lack of right experience	3%
• I cant afford childcare	3%

- A tenth feel that there are *other* factors that prevent them from getting the type of work they want. A selection of the reasons given in the qualitative feedback is presented below:

“I wanted a change.”

“I wanted different career.”

“I want to earn more money.”

“I was made redundant.”

“Childcare commitments are now reduced.”

“I’d like a job without weekend hours.”

“I wanted something more stable than agency work.”

“A change from night work to day work.”

6.5 PEOPLE WHO WORK PART TIME

- 15% of respondents work part time.

- The most common reason why residents work part time is because *it suits family commitments* (39%). Three in ten say they work part time because they *prefer it* to full time hours (30%) whilst a fifth work less than 31 hours a week because it is *the only work available* (18%). A fifth of residents *select other reasons* why they work part time. A selection of their responses is provided below:

“Still studying.”

“It’s not financially viable.”

“Not worth it due to tax reasons.”

“It suits college times.”

- One in ten (8%) of those who work part time have two part time jobs. A very small minority have three part time jobs (2%).
- Four in ten of (40%) those who work part time would prefer a full time job. These people were therefore asked to state why they are not currently in a full time position. The reasons given are presented below:
 - *They have dependants to care for* (31%)
 - *It is the only work their current job offers* (31%)
 - *They can’t afford to lose benefits* (14%)
 - *There are no interesting full time jobs available* (12%),
 - *There are not enough jobs about* (12%)
 - *They cannot afford childcare* (12%).

7. RESIDENTS WHO ARE NOT WORKING

In the last 30 years, East Manchester has suffered from a severe decline in employment opportunities. Despite the booming services economy of central Manchester, East Manchester has remained unable to capitalise. The unemployment rate continues to be above the local, regional and national averages, and improving this record is a key aim of New East Manchester. In order to achieve this, a number of organisations and initiatives have been established specific to this area, such as North Manchester Horizons, The Workshop, Step Ahead, and Job Club.

The profiling information of respondents shows the following:

<i>Employment status</i>	<i>% respondents</i>
• At home/Not seeking work	19%
• Not working - long term sick/disabled	12%
• Registered unemployed	9%
• Not registered unemployed but seeking work	5%
• Retired	1%
• Other work status	2%

Residents who are not working were asked specific questions reflecting why they are not in work, whether they are actively looking, and the steps they are taking to re-establish themselves in the job market.

7.1 RESIDENTS WHO ARE NOT WORKING BUT ARE LOOKING FOR WORK

- Of all residents of working age, 45% are not presently working. 27% of these are currently looking for employment.
- A substantial proportion of respondents who are looking are finding it difficult to obtain work. Over four in ten (43%) have been looking for over 27 weeks.

- Just a quarter (24%) were last in paid employment within the last six months, 19% have been out of work for between two and five years, and 12% have not worked for over five years. Two in ten respondents (19%) have *never had a job*.
- Many remain actively looking for work, as 52% *have looked for paid work or a government training scheme* in the past 28 days, and nearly six in ten (58%) have applied for a job within the last four weeks.
- However, a fifth of those who are unemployed and looking for work last applied for a job more than 27 weeks ago (21%), suggesting either a lack of opportunities or a measure of despondency with job-hunting.
- It is perhaps evidence of people's desire to find employment that half (50%) are looking for *anything that's going* (compared to 50% who are still looking for *a particular kind of job*). Furthermore, eight in ten (78%) are ready to start work within the next *two weeks* if necessary (12% need more than four weeks to prepare).
- When asked what the lowest net wage they are willing to earn per week (after tax), the amounts range from £50 to £400. The average (mean) minimum amount respondents are willing to earn is £190 per week.

7.1.1 PREVIOUS EMPLOYMENT SITUATION

- Of those residents who have worked previously, the vast majority were employees (95%) rather than self-employed and most (59%) worked over 39 hours.
- Reasons why the last job finished vary, the most common being that residents *were made redundant*, or that their *temporary contract finished*. The full results are listed below:

<i>Reason why last job finished</i>	<i>% respondents</i>
• Made redundant	19%
• Temporary contract finished	18%
• Didn't like working conditions (rate of pay, etc.)	14%
• Ill health/medical condition	14%
• Sacked/dismissed	14%
• To have a child/look after child	10%
• Firm went out of business	9%
• Skills no longer required	5%
• Left to study	4%

- 45% of those looking for work have experienced other periods of unemployment in the last 2 years.

7.1.2 HELP IN LOOKING FOR A NEW JOB

- When approaching the challenge of finding a new job, there are a number of options at the disposal of East Manchester residents. The more traditional methods remain the most commonly used, such as *visiting a job centre* (66% have done this in the last 12 months), *looking at job adverts in newspaper/journal* (46%), *asking around friends/colleagues etc.* (34%) or *replying to adverts in newspaper/journal* (33%).
- The organisations set up specifically for East Manchester are only used by relatively low proportions. For Example, *Openshaw Job Centre Plus* has been visited by 14% of unemployed residents looking for work, *Step Ahead* by 13%, *North Manchester Horizons* by 2% and *The Workshop* by just 1%.
- Directly targeting employers by *visiting factories/offices on spec*, *writing directly to employers* and *advertising for a job in a newspaper/journal* are thought to be amongst the most useful steps taken to find a job. However, of the more commonly used methods to find employment, it is of concern that respondents are more likely to rate visiting a job centre as of *little or no use* than replying to adverts in a newspaper/journal.
- When asked what help respondents are willing to receive to get into work, a third (32%) expressed an interest in receiving *careers guidance/advice on jobs*, 22% help in *interview skills coaching*, and 16% *help with preparing a CV*. However, a third are not willing to receive any kind of help getting to work. The results are given in full below:

<i>Help available to get into work</i>	<i>% respondents express interest</i>
• Careers guidance/advice on jobs	32%
• None of these	32%
• Interview skills coaching	22%
• Help with preparing CV	16%
• Help with application forms	13%
• Benefits advice	13%
• Help with costs starting a new job	12%
• Help with confidence building	11%
• Help with becoming self employed	11%
• Help with travel costs	10%
• Help with costs starting new business	9%
• Advice on presentation	8%
• Other unspecified help	4%
• Don't know	3%

- There is a degree of apathy in residents' approach to getting the job that they desire. Two in ten respondents give *no reason* why they have not been able to get their desired job. 17% suggested that the reason they have been unable to find anything is because *there are no jobs available*, whilst 11% say they have either *insufficient qualifications* or a *lack of the right qualifications*. *Insufficient skills and experience, lack of the right type of skills and experience, and pay too low* are cited by 8% in each case as factors stopping respondents from getting their desired job.

7.2 RESIDENTS WHO ARE NOT WORKING AND NOT LOOKING FOR WORK

- Three-quarters (73%) of residents who are not working are not looking for work.
- Around half of respondents (54%) who are not looking for work *will* look for work at some time in the future. Of these, a quarter (25%) say they look for work within a year, a further quarter (24%) say that they will look for work in one to two years time, whilst half plan to start looking in at least two years hence.
- The most commonly cited reasons why respondents are not looking at the moment are either *I am looking after my home/family* (39%), or *I am long-term sick* (32%). Only 1% give the reason for not looking as *there are no jobs available* and 3% that *I don't*

want/need work. The reasons given by respondents for not looking for work, and the proportions who cite each reason are tabulated below:

<i>Reason for not looking for work</i>	<i>% respondents</i>
• Looking after home/family	39%
• Long-term sick	32%
• Am disabled	7%
• Retired	6%
• Don't want/need work	3%
• Haven't started looking	3%
• No jobs available	1%
• Other reasons	9%

- *Other reasons* mentioned in the research include:

“I am about to start college.”

“I’m an asylum-seeker-immigration have not given me the authority.”

“I’m too busy doing voluntary work.”

- 44% of respondents who are not looking for work were last in paid employment *over five years ago*. By contrast, only 7% have worked within the last 12 months. Two in ten respondents (22%) have *never had a paid job*.
- The main factor stopping people from getting their desired job is because of a *long-standing illness/disability* (stated by 37%). Childcare issues also figures strongly, with 11% suggesting that *lack of availability of childcare* is a factor, and 9% responding that *I cannot afford childcare*. Similar to unemployed residents who are looking for work, a relatively high proportion (15%) feel unable to give any reason why they cannot get their desired job.
- Very small proportions of respondents express an interest in assistance to help get them into work. Only 13% would like *careers guidance/advice on jobs*, 12% *help with preparing a CV*, and 11% are interested in *benefits advice*. Indeed, the greatest proportion (58%) would not like any help to get them back into work.

7.3 RESIDENTS WHO HAVE RETIRED EARLY

- A tiny minority of those who participated in the survey identify themselves as having *retired early*. Just 2% have retired before they reached retirement age.
- The main reasons why residents took early retirement are *due to illness* (50%) or *disability* (13%). Two in ten (21%) *took redundancy pay*, and a tenth (13%) retired early because they *didn't want to work any more*.

8. PROFILING INFORMATION ON RESPONDENTS & WIDER POPULATION

8.1 AGE

- Interviews took place with males aged between 16 and 65 and with females aged between 16 and 60 (those with the potential to be in employment or looking for work). A full breakdown of the age range of respondents and residents in the New East Manchester area is presented below:

<i>Age of respondents</i>	<i>% respondents</i>	<i>% wider population</i>
16-17	3%	5%
18-24	15%	18%
25-34	25%	22%
35-44	24%	21%
45-59	29%	26%
60-64	5%	5%
65+	0%	2%

8.2 GENDER

- Roughly equal proportions of males (48%) and females (52%) took part in the survey. This is representative of the gender split of the wider population in the survey area (50% males and 50% females).

8.3 ETHNICITY

- The majority of respondents are from a White British background (87%), and only very small minorities belong to other categories such as White-Irish (3%) and Black/Black British-African (3%). Again, this closely mirrors the wider population in East Manchester.

8.4 LANGUAGE AND APPLICATIONS FOR REFUGEE STATUS

- The majority of respondents speak English as their first language (94%), and of those who do not, just a third feel that they do not speak English very well (33%).
- Of those who speak English as a second language, around half (49%) have applied for refugee status in England. Of those who have, their current circumstances vary, as demonstrated in the following table:

<i>Status</i>	<i>% of those who have applied for refugee status</i>
• Indefinite leave to remain	26%
• Full refugee status	22%
• Exceptional leave to remain	15%
• Temporary admission	15%
• Initial refusal - review pending	4%
• Other unspecified status	4%
• No answer	15%

8.5 EMPLOYMENT STATUS

A third of homes (34%) contain one person who goes out to work, whilst a slightly smaller proportion of households (28%) have two or more people in paid employment. Four in ten homes (38%) accommodate no economically active household members. The economic status of all respondents is described in greater detail below:

<i>Employment status</i>	<i>% respondents</i>
• Working full time	36%
• At home/not seeking work	19%
• Working part time	15%
• Not working - long term disabled/sick	12%
• Registered unemployed	9%
• Other work status	2%
• Retired	1%
• Local Government training scheme	0%
• Modern apprenticeships	0%
• Full time education	0%

- 15% of respondents work part time and a third of respondents work full time. A tenth are registered unemployed and 5% are not registered unemployed but are seeking work. A fifth do not work and are not seeking work, whilst one in ten do not work because they are sick or disabled. The employment status of all respondents is broken down in full below:

<i>Employment status</i>	<i>% respondents</i>
• Working full time	36%
• At home/not seeking work	19%
• Working part time	15%
• Not working/long term sick/disabled	12%
• Registered unemployed	9%
• Not registered unemployed but seeking work	5%
• Other work status	2%
• Retired	1%
• Local Government training scheme	0%
• Modern Apprenticeships	0%
• Full time education	0%

- Of those who are not currently working, three quarters (76%) have previously been in paid employment.

8.6 SOURCES OF INCOME

- Around half of households (48%) receive income from state benefits or allowances and a similar proportion (46%) receive income from paid employment. Small proportions of households receive earnings from self-employment or pensions and a tiny minority say that their household has no income (6%). The types of income received by households in East Manchester are listed in full below:

<i>Type of income</i>	<i>% households</i>
• State benefits or allowances	48%
• Earnings from employment	46%
• No income	6%
• Earnings from self-employment	5%
• State pension	3%
• Occupational pension	1%
• Private pension/annuities	1%
• Earnings from other work	1%
• Refused	1%
• Other sources of income	1%

8.7 STATE BENEFITS

- Child benefit and Housing benefit are the most commonly received state benefits (received by around four in ten households), whilst Council Tax benefit and Income Support are also received by considerable proportions (roughly a third each). For ease of reference the proportions of households receiving state benefits are listed in full below:

<i>State benefit</i>	<i>% households</i>
• Child benefit	39%
• Housing benefit	38%
• Council Tax benefit	34%
• Income support	33%
• No state benefits	27%
• Incapacity benefit	19%
• Job seekers allowance	9%
• Free school meals	9%
• Working families tax credit	8%
• Disabled Persons Tax Credit	2%
• NI retirement pension	0%

8.8 LEVELS OF INCOME

- Around four in ten households earn less than £10,400 per annum, whilst a minority earn more than £20,000 per year. Meanwhile, around a fifth (17%) are unable to give an

answer to this question and a tenth (10%) refuse to declare their earnings. The proportions of households in different income bands is shown in the table below:

<i>Annual gross income level from all sources</i>	<i>% of households</i>
• Under £3,120	5%
• £3,120-£5,148	12%
• £5,200-£10,348	23%
• £10,400-£15,548	12%
• £15,600-£20,748	7%
• £20,800-£25,948	5%
• £26,000-£31,148	3%
• £31,200-£36,348	2%
• £36,400 or more	3%
• Don't know	17%
• Refused to declare	10%

- In addition to establishing the total incomes of households, respondents in paid work were asked to state their weekly gross income from employment. A fifth earn less than £60, whilst just 15% earn more than £300. For ease of reference, weekly gross income of those in employment is detailed in full below:

<i>Weekly gross income from employment</i>	<i>% respondents</i>
• Less than £30	14%
• £30-£59	7%
• £60-£99	15%
• £100-£129	11%
• £130-£159	7%
• £160-£199	10%
• £200-£229	9%
• £230-£259	7%
• £260-£299	6%
• £300-£329	5%
• £330-£359	3%
• £360-£399	2%
• £400+	5%

8.9 STATUS OF RESPONDENT

- Almost nine in ten of respondents (86%) are the *head or joint head of the household*. The remaining 14% were asked to describe their relationship to the head of the household - in most cases these interviewees are *sons/daughters* of the household head. Minorities are the *husband/wife* of the head of household, *other relatives* or *unrelated*.

appendix a: the questionnaire used in the research

INTRODUCTION

EDUCATION

THE FAMILY AND CHILDCARE

VIEWS ON JOBS IN EAST MANCHESTER

EMPLOYMENT IN EAST MANCHESTER

RESIDENTS WHO WORK FULL OR PART TIME

RESIDENTS WHO ARE NOT WORKING

**PROFILING INFORMATION ON
RESPONDENTS AND THE WIDER
POPULATION**

**APPENDIX A: THE QUESTIONNAIRE USED IN
THE RESEARCH**