



**REPORT ON THE LABOUR MARKET STATUS OF EGF
ELIGIBLE WORKERS IN THE TALK TALK EGF PROGRAMME
IN MARCH 2015 (ONE YEAR FOLLOWING PROGRAMME
COMPLETION)**

prepared for

**EGF Managing Authority
Department of Education and Skills**

by the

**EGF Administrative and Technical Support Unit
(WRC Social and Economic Consultants)**

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Table of Contents

1	Introduction	1
2	Labour Market Status Based on Administrative Data Sources (DSP and Revenue)	1
2.1	Trend in the Labour Market Status of the Talk Talk EGF Cohort (February 2012 to February 2015)	2
2.2	Trend in Employment Outcomes by Beneficiary Status (February 2013 to February 2015)	3
2.3	Labour Market Status of Beneficiaries and Non-Beneficiaries (February 2015)	4
3	Estimates of Labour Market Status Based on Survey Data	4
3.1	Labour Market Status of Beneficiaries (March 2015)	5
3.2	Occupations of Beneficiaries in Employment	8
4	Summary and Conclusions	8

List of Tables

Table 2.1	Labour Market Status of Non-Beneficiaries and Beneficiaries Based on Administrative Data on the 27 th February 2015	4
Table 3.1	Labour Market Status of EGF Beneficiaries Based on Survey Data (March 2015)	6
Table 3.2	Estimates of the Labour Market Status of EGF Beneficiaries Based on Administrative Data and Survey Data (March 2015)	6

List of Figures

Figure 2.1	Trend in the Labour Market Status of the Talk Talk EGF Eligible Cohort Based on Administrative Data (February 2012 to February 2015)	2
Figure 2.2	Trend in Employment among Non-Beneficiaries and Beneficiaries Based on Administrative Data (February 2012 to February 2015)	3

List of Annexes

ANNEX 1	Trend in the Labour Market Status of the EGF Eligible Cohort of Talk Talk Workers (Numbers)	9
	Trend in the Labour Market Status of the EGF Eligible Cohort of Talk Talk Workers (Percentages)	10
ANNEX 2	Occupations of Beneficiaries in Employment / Self Employed	11

1 Introduction

Services and interventions for the cohort of 585 EGF eligible Talk Talk workers began on the 7th September 2011 and continued until the 28th February 2014.¹ Details of programme implementation and the interventions provided are presented in the *Final Report on the Execution of EGF/2012/001 IE/Talk Talk* presented to the Commission in August of 2014. That report also provides data on the labour market outcomes secured by beneficiaries of the Talk Talk EGF Programme at the time of programme completion.

This report presents the results of an examination of the labour market status (LMS) of the cohort of 585 EGF eligible Talk Talk one year following programme completion. Two sources of data are used: (i) administrative data provided by the Department of Social Protection (DSP) and Revenue concerning welfare and employment status, respectively, on the 27th February 2015; and, (ii) survey data resulting from a survey undertaken in March 2015.

2 Labour Market Status Based on Administrative Data Sources (DSP and Revenue)

During the course of the Talk Talk EGF Programme data on the welfare and employment status of the EGF eligible cohort were provided by the DSP and Revenue, respectively. The dates in respect of which the data were provided are the 17th February 2012, the 18th January 2013, the 31st May 2013, the 30th August 2013, the 29th November 2013, the 28th February 2014, and the 27th February 2015.

By cross-referencing data from both sources it is possible to identify the labour market status of each of the members of EGF eligible cohort in terms of being in employment, unemployed, on an active labour market programme (ALMP) or "Other". The latter category mainly includes persons identified as "not listed" in DSP data and not identified as employed in Revenue data. It also includes a small number of persons in receipt of welfare payments such as a One Parent Payment and persons whose status could not be accurately determined. It is also likely to include persons who have emigrated as these would not appear on either of the administrative data sources used.

In this section the trend in the labour market status of the cohort of Talk Talk workers over the course of the Talk Talk EGF Programme and one year following

¹ Interventions that continued beyond the 28th February 2014 (up to 31st May 2014) were financed by national funds.

programme completion is presented. This is followed by an examination of labour market outcomes by beneficiary status looking first at the trend in employment over time and then looking at labour market status in February 2015.

2.1 Trend in the Labour Market Status of the Talk Talk EGF Cohort (February 2012 to February 2015)

Figure 2.1 shows the trend in the labour market status of the Talk Talk EGF eligible cohort over time.² Between February 2012 and February 2015 the proportion in employment increased from 27.7% to 56.9%. Reflecting the increase in employment, the proportion unemployed decreased from 51.8% in February 2012 to 8.5% in February 2015.

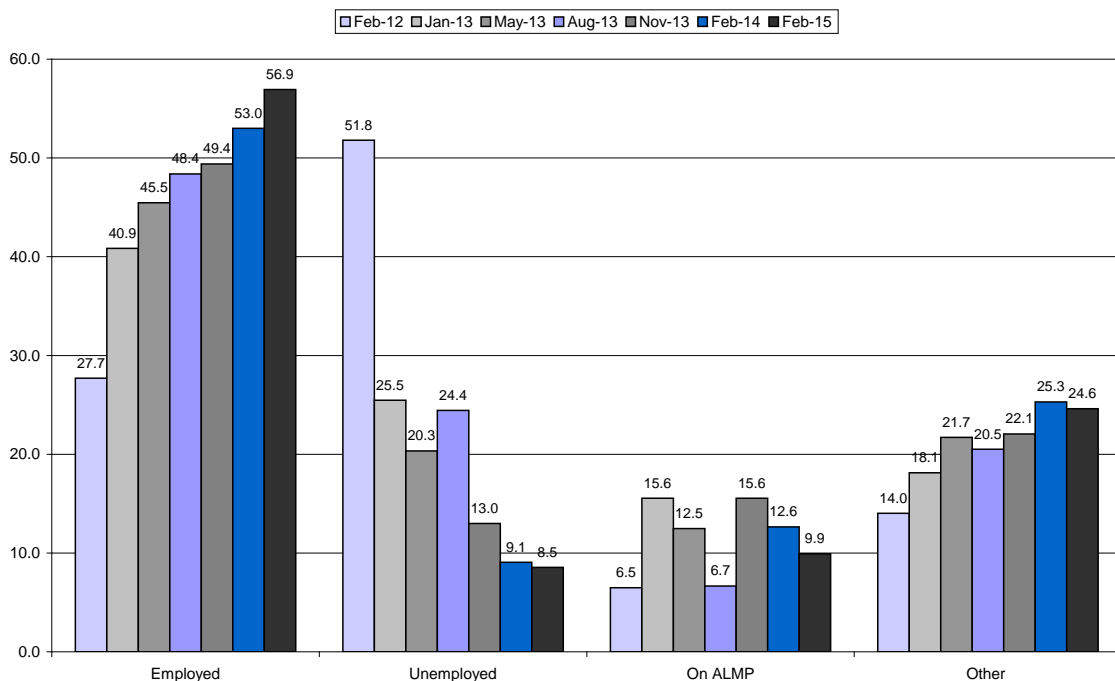


Figure 2.1 Trend in the Labour Market Status of the Talk Talk EGF Cohort Based on Administrative Data (February 2012 to February 2015)

The proportion on an Active Labour Market Programme (ALMP) varied over time - from a minimum of 6.5% in February 2012 to maximums of 15.6% in January 2013 and November 2013. At the time of programme completion the proportion on an ALMP was 12.6%. One year following programme completion one in ten (9.9%) of the Talk Talk cohort were still participating in an ALMP (based on the

² The actual figures underlying this analysis are presented in Annex 1.

survey data presented below most of these were attending a third level institution).

The proportion of persons categorised as “Other” has risen over time - from 14.0% in February 2012 to a peak of 25.3% in February 2014. Since then it has fallen back slightly to 24.6% in February 2015. The trend observed in respect of persons classified as “Other” is likely to reflect a number of factors including loss of entitlement to a welfare payment and emigration.

2.2 Trend in Employment Outcomes by Beneficiary Status

As noted in previous reports on the implementation of the Talk Talk EGF Programme, a higher proportion of non-beneficiaries (40.1%) than beneficiaries (19.5%) secured employment relatively quickly following their redundancy, with much of this being in occupations similar to those held in Talk Talk. However, as can be seen from Figure 2.1, the proportion of beneficiaries in employment consistently increased during the course of the Talk Talk EGF Programme and at a faster rate than found among non-beneficiaries.

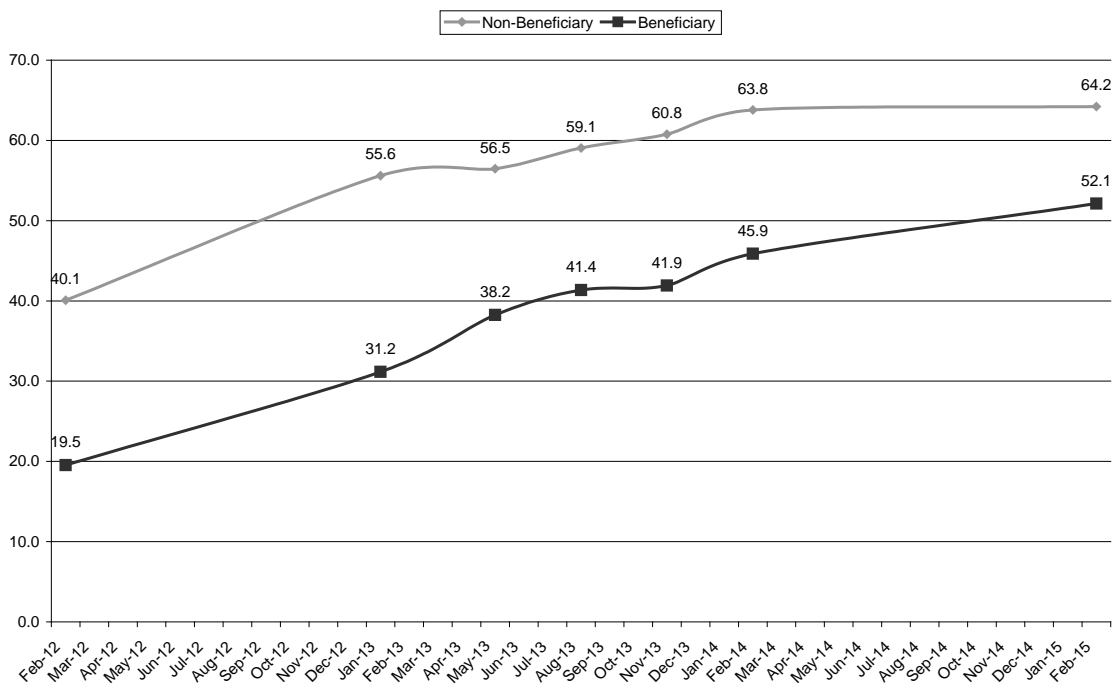


Figure 2.2 Trend in Employment among Non-Beneficiaries and Beneficiaries Based on Administrative Data (February 2012 to February 2015)

Looking at the one year period following programme completion there is evidence that the rate of employment growth among non-beneficiaries at 0.6% (i.e. $64.2 - 63.8/63.8 \times 100$) is very low compared with that found among beneficiaries at 13.5% (i.e. $52.1 - 45.9 / 45.9 \times 100$). This indicates that over the next year or so the employment rate among both groups will become similar as more beneficiaries complete their third level courses.

2.3 Labour Market Status of Beneficiaries and Non-Beneficiaries (February 2015)

Table 2.1 shows the labour market status of non-beneficiaries and beneficiaries at the end of February 2015. The higher employment rate among non-beneficiaries has been noted above. What can be seen, in addition, from Table 2.1 is that the proportion unemployed and classified as “Other” is similar among both groups.

**Table 2.1
Labour Market Status of Non-Beneficiaries and
Beneficiaries on the 27th February 2015**

	Non-Beneficiaries	Beneficiaries
Employed	64.2	52.1
Unemployed	8.2	8.8
On Active Labour Market Programme	0.4	16.1
Other	27.2	23.0
Total	100.0	100.0

The most notable difference between the labour market status of non-beneficiaries and beneficiaries at the end of February 2015 is the higher proportion of the latter that are engaged in an ALMP. This difference can be seen as accounting for the difference in the employment rate of both groups. As noted above, one can reasonably expect that beneficiaries on an ALMP will access employment following completion of their courses with that, in turn, contributing to a convergence of employment rates between the two groups of former Talk Talk workers.

3 Estimates of Labour Market Status Based on Survey Data

Surveys provided a second source of data on the labour market status of the Talk Talk EGF eligible cohort. Data on the labour market status of the EGF eligible

cohort were provided by two surveys undertaken during the course of programme implementation (in January 2013 and September 2013), one survey immediately following programme completion (undertaken in March 2014), and a follow-up survey undertaken one year following programme completion (undertaken in March 2015), the results of which are presented here.³

As in former surveys, the survey population was the EGF eligible cohort of 585. The methodology used in all surveys was identical and comprised a multi-mode response format. Initial contact was made by post. The response options provided were: (a) returning the questionnaire in a prepaid envelope; (b) completing the survey online; or, (c) completing the survey on the phone using a freephone number. Persons for whom a phone number was available received two follow-up calls if no completed survey was received within a period of two weeks following initial contact. In addition to the follow-up calls, “reminder texts” were sent to people from whom no questionnaire was received by the end of the third week following initial contact.

Prior to presenting the findings of the follow-up survey, it should be noted that the total number of survey respondents is 249 (i.e. 42.6%). In terms of absolute numbers, a total of 196 (55.5%) beneficiaries and 53 (22.8%) non-beneficiaries responded. Because the low absolute number of non-beneficiaries results in a low level of representativeness / reliability, the findings presented below are based solely on the 196 beneficiaries that responded to the survey.

3.1 Labour Market Status of Beneficiaries (March 2015)

Table 3.1 presents the survey estimates of labour market status among beneficiaries based on responses to the follow-up survey undertaken during March 2015. For comparative purposes the estimates based on the survey data are presented beside those based on administrative data in Table 3.2.

On the basis of the survey data almost two-thirds (64.8%) of beneficiaries are estimated to be in employment. This figure is higher than the corresponding figure based on administrative data (52.1%) though it should be noted that it is in line with the Central Statistics Office (CSO) estimate of the national employment rate (i.e. 62.6%) at the end of 2014.⁴

³ The results of the two in-programme surveys are provided in the First and Third Implementation Reports on the Talk Talk EGF Programme which are available online at www.egf.ie with the results of the survey undertaken following programme completion being included in the *Final Report on the Execution of EGF/2012/001 IE/Talk Talk* presented to the Commission in August of 2014.

⁴ All estimates of national rates presented in this section are based on the results of the Quarterly National Household Survey Q4 2014.

Table 3.1
Labour Market Status of EGF Beneficiaries Based on Survey Data (March 2015)

	N	%
Working full-time (30 + hours a week)	82	41.8
Working part-time (< 30 hours a week)	28	14.3
Self-employed	17	8.7
On an employment programme (e.g. Community Employment)	7	3.6
On a training course	6	3.0
Attending a third level institute/	27	13.8
Unemployed and available for work	20	10.2
Working in the home or at home for other reasons	9	4.6
Total	196	100.0

Table 3.2
Estimates of the Labour Market Status of EGF Beneficiaries
Based on Administrative Data and Survey Data (March 2015)

	Administrative Data	Survey Data
Employed	52.1	64.8
Unemployed	8.8	10.2
On an Active Labour Market Programme	16.1	20.5
Other	23.0	4.6
Total	100.0	100.0

One of the advantages of the survey methodology is that it enables a breakdown of employment to be provided. When the composition of employment is examined almost two thirds (78.0%) of beneficiaries are found to be in full-time employment (including the self-employed) and just over one in five (22.0%) are in part-time employment. Both of these figures are in line with CSO estimates of the rates of full-time and part-time employment among the employed labour force (i.e. 77% and 23% respectively).

The survey figures show that 13.4% of beneficiaries in employment are self-employed. The corresponding national rate is 16.5%. The qualitative data on the self-employed show the following as the main areas of business:

- Alarms CCTV and TV Installation
- Beauty Treatment
- Business Mentoring and Training

- Dog Grooming
- eServices
- HR Consulting
- IT Consultant
- Online platform for electronic musicians to gain exposure and feedback on their music
- Photo Voltaic Installations
- Physical Therapist
- Software and Web Development
- Software development
- Training and Behavioural Profiling
- Training/Coaching
- Web Design and Software Development.

The proportion of beneficiaries unemployed based on survey data is 10.2%, a figure that is similar to that based on administrative data (8.8%). For comparative purposes it can be noted that the national rate of unemployment is 9.9%.

The figures from both sources for the proportion of beneficiaries on an ALMP are also similar - though that based on the survey data provides a slightly higher estimate of the proportion of beneficiaries on an ALMP (20.5% as against 16.1% based on administrative data). From the detailed figures in Table 3.1 it is clear that the majority of beneficiaries on an ALMP reported that they were attending a third level institute.

The major difference between the labour market estimates based on the two sources of data concern the number of persons identified as "Other": 23.0% based on administrative data and 4.6% based on survey data. The higher figure based on administrative data largely results from persons not appearing in either the databases of the DSP or Revenue and hence their status is "unknown" and they are classified as "Other". This does not arise in the survey data, hence the much lower proportion of beneficiaries classified as "Other". Based on the survey data just 4.6% of beneficiaries are classified as not being active in the labour force.

3.2 Occupations of Beneficiaries in Employment

Information on the occupations of beneficiaries in employment is provided in Annex 2. While not comprehensive⁵ it does indicate that a substantial number of beneficiaries had accessed jobs in line with or related to their previous occupation in Talk Talk (these are presented in the shaded rows of the table of

⁵ Data on occupations are available for 66.3% of beneficiaries in employment.

occupations in Annex 2). Conversely, there is also evidence that a substantial number had changed occupation and, in some cases, career direction following being made redundant. Precise quantification is not possible, however.

4 Summary and Conclusions

The results of the longitudinal analysis of administrative data show that the proportion of former Talk Talk workers in employment increased during the implementation of the Talk Talk EGF Programme and during the year following programme completion. Between February 2012 and February 2015 the proportion in employment increased from 27.7% to 56.9%. Reflecting the increase in employment, the proportion unemployed decreased from 51.8% in February 2012 to 8.5% in February 2015. While the employment rate among non-beneficiaries is higher than beneficiaries at all times during programme implementation and following programme completion, the employment rates of both groups are converging. This indicates that over the next year or so the employment rate among both groups will become similar as more beneficiaries complete their third level courses and enter employment.

The labour market estimates for February / March 2015 based on administrative and survey sources are somewhat different in that a higher proportion of beneficiaries are found to be in employment based on survey data (i.e. 64.8%) than administrative data (i.e. 52.1%). This difference is largely due to the different methodologies used in compiling the estimates.

Overall, the results of the follow-up survey show that rates of full-time and part-time employment among beneficiaries in employment - at 78% and 22% respectively - are in line with national estimates based on CSO data for the fourth quarter of 2014 (i.e. 77% and 23% respectively). Similarly, the proportion of beneficiaries that are self-employed based on the survey data, at 13.4%, is similar to the national rate of 16.5%.

ANNEX 1**Trend in the Labour Market Status of the EGF Eligible Cohort
of Talk Talk Workers by Beneficiary Status (Numbers)**

Non-Beneficiaries					
	Employed	Unemployed	On ALMP	Other	Total
February-12	93	95	3	41	232
January-13	129	48	2	53	232
May-13	131	30	1	70	232
August-13	137	32	1	62	232
November-13	141	27	1	63	232
February-14	148	20	0	64	232
February-15	149	19	1	63	232
Beneficiaries					
	Employed	Unemployed	On ALMP	Other	Total
February-12	69	208	35	41	353
January-13	110	101	89	53	353
May-13	135	89	72	57	353
August-13	146	111	38	58	353
November-13	148	49	90	66	353
February-14	162	33	74	84	353
February-15	184	31	57	81	353
EGF Eligible Cohort					
	Employed	Unemployed	On ALMP	Other	Total
February-12	162	303	38	82	585
January-13	239	149	91	106	585
May-13	266	119	73	127	585
August-13	283	143	39	120	585
November-13	289	76	91	129	585
February-14	310	53	74	148	585
February-15	333	50	58	144	585

ALMP: Active Labour Market Programme

**Trend in the Labour Market Status of the EGF Eligible Cohort
of Talk Talk Workers by Beneficiary Status (Percentages)**

Non-Beneficiaries					
	Employed	Unemployed	On ALMP	Other	Total
February-12	40.1	40.9	1.3	17.7	100.0
January-13	55.6	20.7	0.9	22.8	100.0
May-13	56.5	12.9	0.4	30.2	100.0
August-13	59.1	13.8	0.4	26.7	100.0
November-13	60.8	11.6	0.4	27.2	100.0
February-14	63.8	8.6	0.0	27.6	100.0
February-15	64.2	8.2	0.4	27.2	100.0
Beneficiaries					
	Employed	Unemployed	On ALMP	Other	Total
February-12	19.5	58.9	9.9	11.6	100.0
January-13	31.2	28.6	25.2	15.0	100.0
May-13	38.2	25.2	20.4	16.1	100.0
August-13	41.4	31.4	10.8	16.4	100.0
November-13	41.9	13.9	25.5	18.7	100.0
February-14	45.9	9.3	21.0	23.8	100.0
February-15	52.1	8.8	16.1	22.9	100.0
EGF Eligible Cohort					
	Employed	Unemployed	On ALMP	Other	Total
February-12	27.7	51.8	6.5	14.0	100.0
January-13	40.9	25.5	15.6	18.1	100.0
May-13	45.5	20.3	12.5	21.7	100.0
August-13	48.4	24.4	6.7	20.5	100.0
November-13	49.4	13.0	15.6	22.1	100.0
February-14	53.0	9.1	12.6	25.3	100.0
February-15	56.9	8.5	9.9	24.6	100.0

ALMP: Active Labour Market Programme

ANNEX 2**Occupations of Beneficiaries in Employment / Self Employed**

Job Title / Occupation	N
Academic Personal Assistant	1
Administrator	3
Apple At Home Advisor	2
Apple Care Senior CPU Advisor	1
Assistant Scientist	1
Barman	1
Beauty Therapist	1
Business Analyst	1
Business Systems Analyst	1
Call Centre Agent	1
Call Centre Manager	1
Campaign Manager	1
Care Assistant	3
Care Worker	1
Career Coach	1
Carer	1
Cashier	1
Caterer	1
Catering Assistant	2
Child Care Worker	1
Claims Auditor	1
Claims Handler	1
Composer - CEO of Music for Media	1
Consumer Retentions Advisor for Three Mobile	1
Contract Administrator	1
Core Network Engineer	1
Curriculum Developer	1
Customer Care Advisor	1
Customer Care Agent	2
Customer Care Agent - Amazon	1
Customer Care Representative	1
Customer Relation Specialist - Irish Rail	1
Customer Service Associate - Amazon	2
Customer Services	1
Customer Services Agent	1
Customer Support	1
Customer Support Agent	1

Data Quality Specialist	1
Deli Assistant	1
Director/Lead Developer	1
E-Learning Publisher	1
ESL Teacher	1
Estimator	1
Gym Assistant	1
Gym Instructor	1
Head of Learning & Development	1
Health Contact Centre Consultant	1
Home IT Advisor	1
HR Consultant	1
IT Support Analyst	1
IT Support SME	1
IT Service + PV Sales (photo voltaic)	1
IT Support	1
Junior Application Developer	1
Learning & Development Consultant	1
Legal Administrator	1
Managing Director	2
Medical Administrator	1
Membership Manager	1
MI Reporting Analyst	1
Motor Insurance Sales Executive	1
Office Administrator	1
Outreach Support worker	1
Oyster Farmer	1
Planning Manager	1
Primary School Teacher	1
Principle / Owner	1
Process and Quality Manager	1
Project Worker	1
Public Service	1
QC and Stability Chemist	2
QC Analyst	3
Reporting Manager	1
Residential Social Care Worker	1
Resource Planning Specialist	1
Retail Customer Service	1

Retail Sales Assistant	3
Retention Agent	1
Sales Advisor	1
Sales Agent	1
Sales Associate	2
Sales Supervisor	1
Salesman	1
Security Guard	1
Senior Quality Engineer	1
Senior Software Developer	1
Service Desk Engineer	1
Service Desk Technician	1
Shop Manager	1
Social Care Worker	1
Social Media	1
Software Developer	1
Software Test Lead	1
Store Person	1
Substitute Teacher	1
Support Engineer	1
Systems Manager	1
Teacher	1
Team Leader	1
Technical Support	3
Tele Sales Assistant	1
Trainer in a Call Centre	1
Travel Money Advisor	1
Truck Driver	1
Volunteer Coordinator	1
Total	122
