

## Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

This project is partially funded by the European Social Fund



**European Union**  
**European Social Fund**  
 Investing in jobs and skills

## Welcome to the March e-newsletter

Welcome to the March edition of **50+ Matters** and an example of wider community outreach to help 50+ individuals access support in their job search. Also, new research shows more mature workers are better able to cope with emotional stress, although they may need help using technology to cross the job search Digital Divide.

We welcome your views and comments about the content of this e-newsletter and any suggestions you have for items and features you would like to see included in future.

## Community Engagement: JobMAETS

“Sourcing jobs for jobs’ sake is unlikely to provide route ways for clients”, says Susan Palmer, Intraining Engagement Officer in Leicestershire and Northamptonshire for JobMAETS (Multi-Agency Employment Training Support). “Talking and listening to clients and then sourcing appropriate employment are better ways to assist individuals.”



Thorplands Shop – in the heart of the community

**A**s an Engagement Officer, techniques such as scouring job sites for local employer leads, visiting employers and the places likely to bring her in touch with organisations (job fairs) - including direct approaches to employers from sectors of interest to clients - have been more fruitful in sourcing vacancies.

Clearly JobMAETS Flexible Routeway into Employment <sup>[1]</sup> does what it says on the tin: Susan’s team of seven advisors are focused on developing a business relationship with clients that will enable individuals to move forward by adopting a more individualised service.

>> CONTINUED ON PAGE 02

# Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

>> CONTINUED FROM PAGE 01

Funded by DWP/ESF, Intraining’s JobMAETS is a non-mandatory programme of fortnightly visits over 13 weeks. The programme involves an individually tailored Customer Action Plan, weekly activity diary (a homework task for the client...) and support to apply for 3 jobs per week.

Placing themselves in an active community setting – Thorplands Community Shop or a Sure Start centre in Croylands Primary and Nursery Schools – spreads Intraining’s outreach further. Sue helps out on the Advisor side too; she remarks that these ‘homely’ environments can be more comfortable for those who are hardest to reach and furthest from the jobs market.

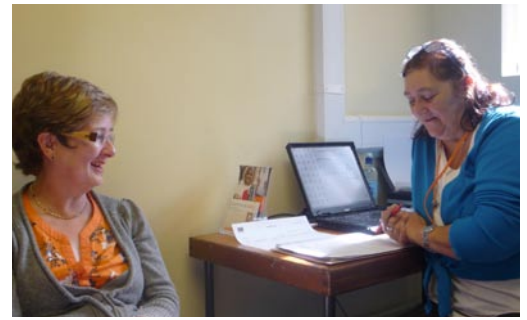
Discussing appropriate work that meets a client’s interests and choices (not always their habitual ‘role’) is the “dose of realism” needed in the advisor role, helping people who may be stuck in their ‘role’ rut. Overcoming resistance in clients who may be faced with adjusting their expectations is help that can really only be delivered successfully by listening and talking.

It requires a depth of knowledge about the jobseeker (and some time to develop trust and build confidence that, as a Provider, you are the person who can help them): asking [open](http://www.50plusworks.com/building-rapport/) questions (<http://www.50plusworks.com/building-rapport/>) and possibly making useful suggestions (with permission) are ways to open up meaningful discussions.

For instance, using a SWOT analysis (Strengths, Weaknesses, Opportunities and Threats) can provide a shoe-in to delicate discussions with clients and support them in some self-reflection.

Old-fashioned CVs are a problem that plagues this age group, another reason to look beyond the ‘role’ identity to the client’s skills, abilities and interests in order to reshape their perception of work they could undertake.

Sue and the Intraining team find they need to create from scratch or update the majority of CVs of the 50+, restricting the last 10 years’ experience to ‘Previous Employment’, barring something of



1



2

1 Advisor Maureen and Viv in client meeting at Sure Start, Croylands Schools.

2 Thorplands’ kitchen becomes a cosy office to receive clients, and tea and coffee on tap!

particular interest that can jump off the page and provide a ‘hook’ that could lead to an interview.

With CV and covering letter primed, Intraining’s advisor role is paired with a comprehensive tracking system that is shared with colleagues from neighbouring regions. Tracking clients to support them with their job search or with settling into their new role also provides a useful way of retaining a foothold in the employer organisation (does the employer have any other openings that would provide work experience for another client?).

The idea of ‘supervision’ that is common in the field of the trained helper professions could be usefully modelled in the more informal helping professions, Sue remarked: Building and maintaining good working relationships with a team of colleagues, sharing information and experiences (talking regularly by phone about progress of clients and the difficulties encountered, and setting up a regular meeting that everyone can attend).

>> CONTINUED ON PAGE 03

# Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

>> CONTINUED FROM PAGE 02

A good working relationship with the local jobcentre is invaluable (for help, and to rearrange appointments, if needed). Checking local economic data (there will be a way to check most regions using local council information) will provide a way of keeping in touch with labour market information.

Viv, an Administrator, was a JobMAETS client aged over 50 who found herself struggling. Despite a long career, latterly in prison administration, when her job was restructured Viv suffered a temporary crisis of confidence. Consistent support from her personal advisor, Maureen Howard, concentrated on helping Viv with her interview skills. After all, Viv had all the experience needed for a new administrative role (and she had managed to secure five interviews). Mo helped Viv to rebuild her confidence levels: creating a positive mindset by turning negative points into pluses, and helping to strengthen her

self-belief of what she could offer an employer by fine-tuning her 'sales pitch' at interview.

Maureen mentioned that the most difficult thing for an Advisor is the 'baggage' that a client, the young and the old, can bring with them. Unsurprisingly, she says the most valuable skills that she has in her toolkit are listening and talking.

Discussing job vacancies, creating targeted applications and rehearsing face to face interviewing to rebuild Viv's confidence took much of their client time together. But in October last year, Viv secured a new full-time, permanent role as Administrator with a local authority.

<sup>[1]</sup> JobMAETS – Intraining programme funded by DWP/ ESF Priority 1, European Social Fund.

<sup>[2]</sup> Northampton Observatory <http://www.northamptonshireobservatory.org.uk/economic/> Or ONS Labour Market Statistics data, <http://www.statistics.gov.uk/statbase/product.asp?vlnk=1944>

## Digital Divide Disadvantages Older Jobseekers

A new study <sup>[1]</sup> into job search practices highlights the increasing trend in using the internet to look for work, and concludes that many older jobseekers are at a disadvantage because of the digital divide and a number of other variables.

According to the Labour Force Survey <sup>[2]</sup>, in the second quarter (April-June) 2009 just over four out of five job seekers made use of the internet to look for work but a number of factors influenced those overall figures, one of which was age.

Whereas around 87 per cent of jobseekers aged 25-29 and 84 per cent of 30- to 34-year-olds used the internet to search for work during this period, the figure fell to around 75 per cent for those aged 50-54, 72 per cent of those 55-59 years old and 62 per cent of 60-64 year old jobseekers.

The study, commissioned by the Department for Work and Pensions (DWP)

and conducted by researchers at the Institute for Employment Research, University of Warwick, focuses on claimants of Jobseeker's Allowance and their use of the internet. The study also brings together a wide range of information and previous research on policies and approaches which promote effective job search.

Its findings highlight:

- the increasing use of the internet to look for work during the period 2006 to 2009, emphasising the vital importance of digital technology in contemporary job search;
- a dynamic and complex "digital divide" in the use of the internet, which is shaped

>> CONTINUED ON PAGE 04

## Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

>> CONTINUED FROM PAGE 03

both by exclusion (inequalities based on age and education) and choice (having access to the Internet but not using it);

- the important role played in job search by friends, relatives and acquaintances, along with the danger that unemployed people may be at a disadvantage in making the type of contacts which lead to secure employment;
- people who believe they have the skills to conduct effective job searches - in other words, those with high job search self-efficacy are more likely to be active job seekers and to conduct more job search activities than individuals with low job search self-efficacy.

The report finds that people with high job search self-efficacy are clearer about their job search objectives and how to approach them, which means they are likely to attend more interviews and receive more job offers. It therefore concludes that there is a strong case for improving job-seekers' self-efficacy in relation to searching for a job.

<sup>[1]</sup> *Job Search Study: literature review and analysis of the Labour Force Survey* by Anne E. Green, María de Hoyos, Yuxin Li and David Owen, Institute for Employment Research, University of Warwick. Commissioned and published by the Department for Work and Pensions.

<sup>[2]</sup> Published by the Office for National Statistics

## Older Workers Better At Coping With Emotional Stress

New research from Manchester Business School (MBS) shows that older workers are better at coping with emotional stress and burnout than their younger colleagues.

The MBS research, builds on previous studies, linking stress and burnout with reduced productivity and increased absenteeism, and found that this was particularly the case in customer service industries, where employees often face high levels of conflict and stress.

In this environment, older workers find their roles less emotionally draining and have less cynical attitudes towards customers than younger employees.

Commenting on the study, Manchester Business School's Dr Sheena Johnson said:

"For the first time, our research focuses on the valuable emotional skills that older workers can bring to the work place. It showed that older employees tend to have specific strengths, such as the ability to control their emotions, which help to overcome difficult situations when dealing with customers.

"The attitudes of customer service employees who have become cynical about their role and the organisation they represent will inevitably spill over into their treatment of customers."

The report also found that there is still widespread discrimination against older workers and employers still tend to focus on the issues of decreasing physical and cognitive abilities with age, rather than the positive skills they can bring to a business.

Dr Johnson added:

"For instance, encouraging older workers to act as mentors could significantly improve emotional burnout and stress with younger members of a team."

## Contents

Click the links below to be taken to the page

01 Welcome

01 Community Engagement: JobMAETS

03 Digital Divide Disadvantages Older Jobseekers

04 Older Workers Better At Coping With Emotional Stress

05 Better Support Required for Female Employees Experiencing Menopause

06 News Briefs

07 50+ Labour Market Spotlight

08 Ask TAEN

08 Did You Know?

09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

# Better Support Required for Female Employees Experiencing Menopause

The menopause is a health issue for the 3.5 million women over the age of 50 currently in work. And as part of International Women's Day earlier this month, the TUC published new guidance <sup>[1]</sup> on how employers and union reps can work together to support women through the menopause at work.

**T**he TUC believes that employers need to recognise that women of menopausal age may need extra consideration, as changes during the menopause can affect how a woman does her work and her relationship with her boss and colleagues.

Menopausal women can experience hot flushes, headaches, tiredness, sweating, anxiety attacks and an increase in stress levels. High workplace temperatures, poor ventilation, poor or non-existent rest or toilet facilities, or a lack of access to cold drinking water at work can make all of these symptoms worse, says the TUC.

It argues that employers have a responsibility to take into account the difficulties that women may experience during the menopause, and that female workers should be able to expect support and assistance during what is, for many, a very difficult time.

The report's suggestions include:

- Employers should ensure that all line managers have been trained to know how the menopause can affect work and what adjustments may be necessary to support women who are experiencing the menopause.
- Employers should highlight the menopause so all staff know that the workplace has a positive attitude to the issue. Guidance on how to deal with the menopause should be freely available.
- Women should be given information of how they can get support for issues that arise as a result of the menopause. Some women will feel uncomfortable going to their line

manager, especially if it is a man, and other options should be available through human resources, or a welfare officer.

- Sickness absence procedures should cater for menopause-related sickness absence and working time arrangements should be flexible enough to ensure they meet the needs of menopausal women, who may require to leave work suddenly.
- Risk assessments should consider the specific needs of menopausal women and ensure that the working environment will not make their symptoms worse. Issues that need looking at include temperature and ventilation.

Brendan Barber, the TUC's General Secretary, commented:

"Despite the increasingly large number of older women in employment, the menopause is rarely seen as a workplace issue.

"There is no excuse for the silence, embarrassment, confusion and inaction around the menopause, something which all women go through.

"The health of women in later years depends very much on their health when they are working through the menopause, and this report shows employers and unions can work together to do much more to protect them."

<sup>[1]</sup> [http://www.tuc.org.uk/extras/Supporting\\_Women\\_Through\\_the\\_Menopause.pdf](http://www.tuc.org.uk/extras/Supporting_Women_Through_the_Menopause.pdf)

## Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

## News Briefs

### Pensioner Employment Rates Continue to Rise

Having held up throughout the recent recession, the employment rates of those over state pension age in the UK continued to rise throughout 2010.

According to the Office for National Statistics, the employment rate for men aged 65 and over was 10.7 per cent in April–June 2008. It remained above 10 per cent during the 2008–09 recession and in September–November 2010 it reached 11.7 per cent. The employment rate for women aged 60 and over reached 13.5 per cent in September–November 2010, compared with 12.3 per cent in April–June 2008.

However, two out of every three pensioners in employment work part-time. In April–June 2010, 59 per cent of employed men aged 65 and older and 68 per cent of employed women aged 60 and over worked part-time. By contrast, 12 per cent of employed men aged 50 to 64 and 43 per cent of employed women aged 50 to 59 were doing part-time jobs.

### UK Labour Market: Mixed Hiring Intentions for Q2

The latest Manpower Employment Outlook Survey<sup>[1]</sup> predicts a generally subdued labour market overall in the coming three months, with employers predicting a slight rise in recruitment.

The survey, covering the hiring intentions of a representative sample of over 2,100 employers in the UK for the second quarter (April–June), found that 80 per cent were predicting no change in the total number of people they employ. However, 10 per cent were expecting to increase headcount, whilst 8 per cent were expecting to decrease it – giving a national Net Employment Outlook of +2 per cent.

The survey also highlights a growing mismatch between the hiring intentions of some employers in the private sector and those in the public sector.

With a Net Employment Outlook of +16 per cent, employers in the Finance, Banking and Business Services sector were

the most confident about taking on additional staff. They were followed by employers in the Utilities, Mining and Transport industry sectors, who reported modest but positive hiring intentions. The outlook in the Construction sector was neutral.

Employers in the public sector were more gloomy, resulting in a Net Employment Outlook of –22 per cent, the worst figure since the early 1990s.

Statistically, employers in the East, South East and South West reported the most positive outlooks with hiring intentions of +12 per cent, +9 per cent and +8 per cent respectively. Next came the North East (+5 per cent), the East Midlands (+4 per cent), Yorkshire and the Humber (+3 per cent) and London and the North West (both with +1 per cent). The Net Employment Outlook was lowest among employers in the West Midlands with a figure of –6 per cent.

<sup>[1]</sup> Manpower Employment Outlook Survey UK, Q2, [https://candidate.manpower.com/wps/wcm/connect/b6d4f200460c1afa85b7f5c757be660c/Q211\\_MEOS\\_final.pdf?MOD=AJPERES](https://candidate.manpower.com/wps/wcm/connect/b6d4f200460c1afa85b7f5c757be660c/Q211_MEOS_final.pdf?MOD=AJPERES)

### Late Clarification to Default Retirement Age Abolition Regulations

Some late clarification has been about the last possible date that an individual can be lawfully retired by their employer using the UK's about-to-be-abolished Default Retirement Age (DRA).

To stay on the right side of the Regulations, employers have until April 5th this year to notify any employee who will reach 65 by the 30th September 2011 that they wish to retire them using the Default Retirement Age procedures.

But since employers can give from 6 to 12 months' notice of such an intended retirement date, and then the right to request procedure can allow for a six-month extension to that retirement date, the last possible date any individual can be retired using the DRA will now be the 5th October 2012.

It remains the case however, that employers will not be able to use the DRA procedures to lawfully retire any individual whose 65th birthday falls after 1st October 2011.

## Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.



# 50+ Labour Market Spotlight

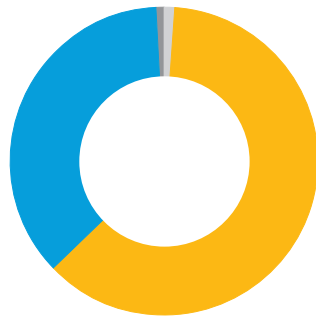
A monthly look at the older worker employment figures.

## Latest 50-64 Employment Figures

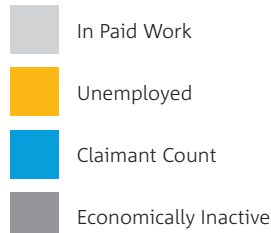
November 2010 – January 2011

Source: Office for National Statistics, Labour Market Statistics: March 2011

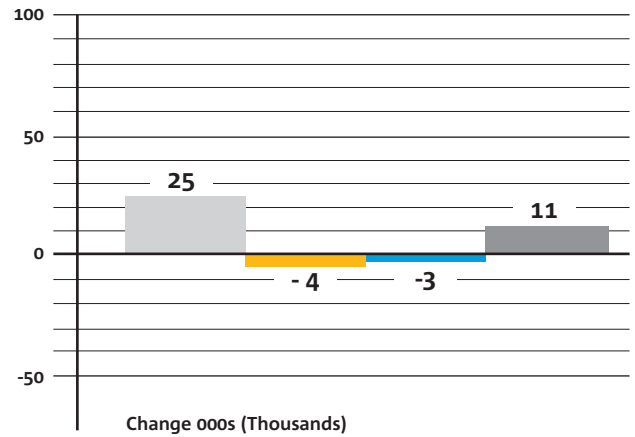
### Current Totals:



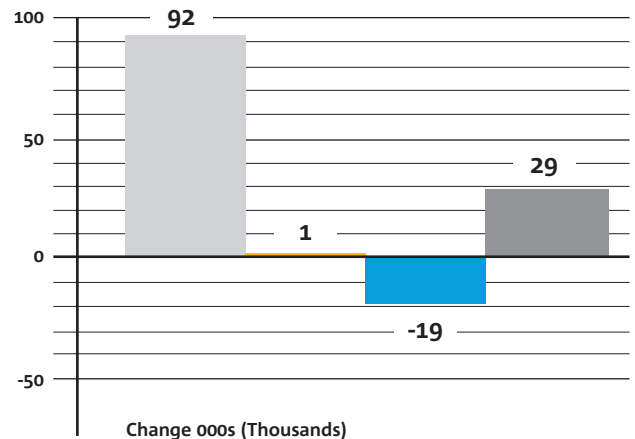
In Paid Work	7.32 million
Unemployed	372,000
Claimant Count	220,000
Economically Inactive	3.60 million



### Change 000s (Thousands) over the previous three months



### Change 000 (Thousands) versus same three months the previous year



## Latest 65+ Employment Figures

November 2010 – January 2011

	All 65 and over	Men 65 and over	Women 65 and over
In Paid Work (000s)	900	530	370
Change over past year (000s)	+130	+69	+61
Economically Inactive (millions)	9.01	3.91	5.10
Change over past year (000s)	+66	+44	+22

## Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News

**50+**  
MATTERS

Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

## Ask TAEN

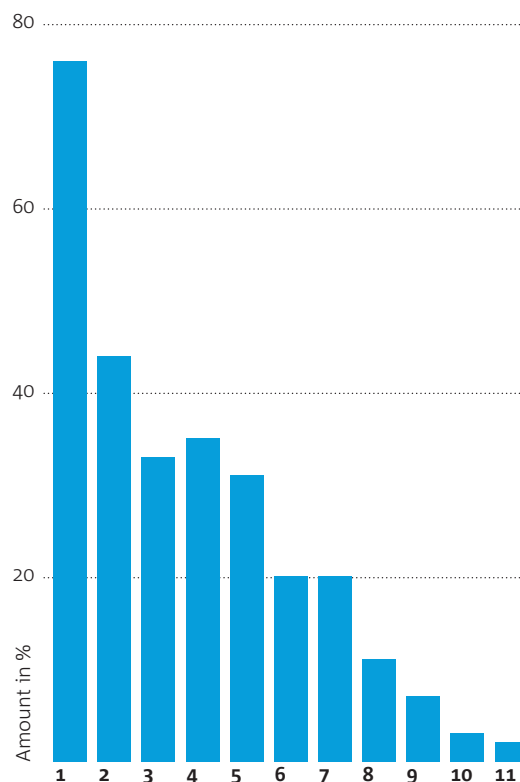
**Q:** What are the most popular forms of job search used by older people looking for work?

**A:** According to new research by the Institute for Employment Research, University of Warwick reported earlier in this e-letter ([See page 3](#)), the most popular methods of job search used by jobseekers aged 50-69 are:

Methods used by Jobseekers Aged 50-69 looking for work in the last four weeks: Jan-March 2006 to April-June 2009

- 1 Study 'Situations Vacant' in newspapers, journals or on the internet
- 2 Answer job ads in newspapers and journals
- 3 Visit a Jobcentre, job market or training and employment agency
- 4 Ask friends, relatives, colleagues, etc
- 5 Apply directly to employers
- 6 Wait for results of application for job
- 7 On the books of a private employment agency
- 8 Advertise in newspapers or journals
- 9 Do anything else to find work
- 10 Visit a careers office
- 11 Visit a job club

The research, which includes an analysis of job search approaches and methods of jobseekers of all ages, also found that only one in eight job seekers from higher management and professional occupations reported that they visited a jobcentre to seek work, compared with over half of those from routine occupations.



## Did You Know?

A random selection of demographic, labour market and age and employment statistics that have caught our eye over the last month. Unless stated otherwise, the statistics come from the Office for National Statistics.

- Over a quarter (26.1 per cent) of workers made redundant in the UK in 2010 were aged 50+. (ONS Labour Force Survey)

- The number of people who were economically inactive because they had taken retirement before reaching the age of 65 increased by 49,000 in Q4 (Oct-Dec)

2010 over the previous quarter to reach 1.57 million, the highest figure since comparable records began in 1993. (ONS)

- 39 per cent of UK employers interviewed for the UK Employer Perspectives Survey 2010 had used Jobcentre Plus (usually in

>> CONTINUED ON PAGE 09

08

# Contents

Click the links below to be taken to the page

- 01 Welcome
- 01 Community Engagement: JobMAETS
- 03 Digital Divide Disadvantages Older Jobseekers
- 04 Older Workers Better At Coping With Emotional Stress
- 05 Better Support Required for Female Employees Experiencing Menopause
- 06 News Briefs
- 07 50+ Labour Market Spotlight
- 08 Ask TAEN
- 08 Did You Know?
- 09 ESF News



Views expressed in this newsletter do not necessarily represent those of the European Social Fund.

>> CONTINUED FROM PAGE 08

combination with other channels) to try to recruit new staff in the previous 12 months. (UK Commission for Employment and Skills)

- People aged 50+ accounted for 17.3 per cent of funded Train to Gain learners and 38.9 per cent of funded Adult Safeguarded Learning learners in 2009/10.

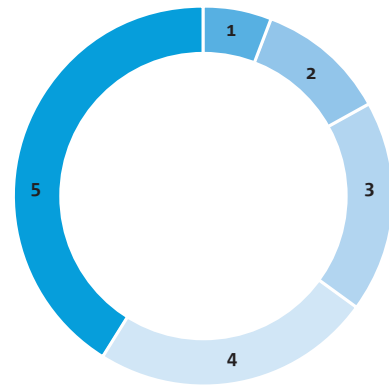
(The Data Service: January 2011 Statistical First Release)

## Length of Continuous Service For Workers Age 65+

In October - December 2010, of those aged 65 and over and working, 83 per cent had been continuously employed either by their current employer or in their self-employed posts for five years or more. Just over 2 in 5 had been working in the same job for 20 years or more.

The Labour Force Survey, Office for National Statistics

## Length of Continuous Service For Workers Age 65+



- 1 Less than 2 years – 6%
- 2 2 years but less than 5 – 11%
- 3 5 years but less than 10 – 18%
- 4 10 years but less than 20 – 24%
- 5 20 years or more – 41%

People aged 65 and over in employment: by length of time of continuous employment, October–December 2010

## ESF News

### 50+ Works Training Events in April and May

50+ Works, the good practice guide and toolkit for providers when working with older jobseekers, is being continuously developed and increasingly being used by welfare to work specialists.

Following the success of the Autumn 2010 50+ Works Events, we are now offering enhanced Training Events in IT suites for Centre Managers and those in similar roles. The session will demonstrate how you, and your teams, can get the best from this simple to use but comprehensive tool.

#### Times and locations:

##### Peterborough

Tue 12 April 2011, 10:30-13:30 – Regus Offices City Centre, St John’s Street, PE1 5DD

##### Manchester

Wed 18 May 2011, 10:30-13:30 – Regus Offices, Fountain Street, M2 2AN

##### Leeds

Wed 25 May 2011, 10:30-13:30 – Regus Offices, Wellington Place, LS1 4AP

To register for an event please click [here](#) - choose the event and then go down to click on the booking form and complete.

The events are FREE OF CHARGE and registrations will be accepted on a first come, first served basis. Places are restricted to two representatives per organisation per location.

To see the content we’ve added recently to 50+ Works, please go to the [latest bulletin](#). If you would like to have your own good practice featured, and acknowledged, in the 50+ WORKS guide, please contact us on [info@taen.org.uk](mailto:info@taen.org.uk).

