



**LEONARDO DA VINCI PROJECT  
ADULTS MENTORING**

**BG/06/B/P/PP-166 041**

**COMPARATIVE ANALYSIS**

**BULGARIA, POLAND, SLOVENIA AND THE UK**



Education and Culture

**Leonardo da Vinci**



# TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>5</b>
<b>BULGARIA .....</b>	<b>8</b>
<b>Chapter 1 - Introduction.....</b>	<b>8</b>
<b>Chapter 2 - Employees' Views.....</b>	<b>11</b>
<b>Chapter 3 - Employers' views.....</b>	<b>13</b>
<b>POLAND.....</b>	<b>15</b>
<b>Chapter 1 - Introduction.....</b>	<b>15</b>
<b>Chapter 2 - Employees' Views.....</b>	<b>16</b>
<b>Chapter 3 - Employers' views.....</b>	<b>17</b>
<b>SLOVENIA.....</b>	<b>21</b>
<b>Chapter 1 - Introduction.....</b>	<b>21</b>
<b>Chapter 2 - Employees' Views.....</b>	<b>24</b>
<b>Chapter 3 - Employers' views.....</b>	<b>26</b>
<b>UNITED KINGDOM .....</b>	<b>28</b>
<b>Chapter 1 - Introduction.....</b>	<b>28</b>
<b>Chapter 2 - Employees' Views.....</b>	<b>30</b>
<b>Chapter 3 - Employers' views.....</b>	<b>32</b>
<b>British Telecom - case study .....</b>	<b>32</b>
<b>SUMMARY AND CONCLUSIONS .....</b>	<b>35</b>
<b>Appendix 1 – Bulgaria Data.....</b>	<b>37</b>
<b>Appendix 2 – UK Data.....</b>	<b>44</b>



## INTRODUCTION

In order to plan and conduct an appropriate pilot mentoring process in the preparation phase, the research team (University of Lodz, University of Ljubljana and Edinburgh University Settlement) with the support of all partners prepared an overview of the current situation concerning 50+ in the labour market. That overview was based on official statistics, available research and information sources. In addition the organization and structure of differing systems of adult education was explored in all participating countries. The project team collated several models of good practice in the field of supporting the those over 50 into employment. Additionally within the project scheme, connected to the phase of recruiting potential mentors and mentees, further research was undertaken. A wide range of methods were identified and discussed in advance (personal interviews, questionnaires etc.). This was done in order to identify those factors connected to the attitudes of employers as well as people over 50 (both retired and unemployed) which could influence the mentoring process. The data gathered by the project was analyzed and interpreted to help the project partners to understand better those factors that can influence the mentoring processes and employment of people over 50 in all countries participating in the project. This identified the need to adapt the mentoring process to the specific situation in each partner country.

It is worth noting that within the project mostly qualitative research materials were gathered. Such a qualitative approach gave the project team the opportunity to better understand the situation and provide a solid basis for preparing, implementing and evaluating the mentoring process for people over 50 in a way that would allow the process to be tailored to the needs of the beneficiaries.

The information is presented in three chapters:

### ***Chapter 1***

A general description of the occupational situation concerning people over 50 in participating countries.

General statistics and demographical data concerning the employment of people over 50 are presented.

### ***Chapter 2***

This chapter presents the occupational situation of people over 50 based on their own perceptions in participating countries.

It is divided into three sections.

Firstly the issues common in all partner countries are presented.

Secondly we present those findings that suggest that there are some important issues that can cause the need to tailor the mentoring process to the particular needs of each country.

Thirdly the potential challenges for the mentoring process identified by the data and attitudes gathered by the research team are discussed.

### ***Chapter 3***

Occupational situation of people over 50 - potential employers views

The construction of chapter 3 is similar to that of chapter 2. However here the views of potential employers will be presented.

The data gathered in this chapter is based on the results of quantitative and qualitative studies carried out by the project team (in both cases references to original sources are provided).

### ***Common issues***

In all participating countries employers mention that the problems concerning the employment of people over 50 in their companies can be based on the nature of

the work (e.g. hard physical work, shifts etc.) and/or rapid changes in the company.

Among the factors that potentially encourage employers to hire people over 50 they often identify certain characteristics of older employees including wider professional and life experience and specific professional knowledge. They also name some factors that can be offered within national systems e.g. lower insurance premiums, tax relief etc.

### ***Differences***

Polish and Slovenian employers stated that the obstacles in employing people over 50 stem sometimes from the employment strategy of the company. Of course such strategies can not be official as it is against the Labour Code, yet it is something that occurred in both above mentioned countries.

### ***Challenges for the mentoring process***

In Poland and Slovenia the unofficial strategies that are part of some employers' attitudes could not only be a challenge for the potential mentoring process but also employment of older people in itself.

The data gathered throughout shows that such things as wider experience (not only occupational) of people over 50 can be presented as an encouraging factor for persuading employers that not only the mentoring process but employment of older people is worthwhile in itself.

# BULGARIA

## *Chapter 1 - Introduction.*

### **General description of the occupational situation concerning 50+**

The process of population aging has been registered in many countries and it is becoming an object of discussion. Searching for solutions to this problem is taking place in most areas of the world. Bulgaria is no exception. What is more, due to the political and social changes, that have taken place in the last two decades in the country and the tough period of transition to democracy has heightened these problems. Apart from the common faced by the rest of the world, population aging and worsening of the problem, which the process involves, there are a number of additional factors in Bulgaria, such as:

- High population decline (attaining even negative population growth in particular years and areas)
- A large number of emigrants, particularly young people
- A high unemployment rate, due to the changes in the country's economy, mostly due to the transition to a market economy.

The demographic changes lead to expanding the necessity for research and formulating and suggesting solutions to the problems of the older population.

- At present in Bulgaria, there is not a legal definition of the notion "Adult People". The understanding of the notion "Adult People" is based on the age for retirement.
- According to the definition of the European Union of Adult People, it is the age, determined by each of the countries which are members with a relevant law, which gives the right for receiving a pension.

In accordance with this definition, we can distinguish two groups of older adults; hence there will be two different bases for defining the problems:

1. Group of adults in pre-retirement age (50+)

2. Group of adults in post-retirement age. During previous years the legislation, which concerns obtaining the right to a pension has undergone numerous changes and at the moment the retirement age requirements are very close to those in most of the laws in a number of European countries.

According to the last changes in the law for retirement, the age for obtaining a pension for women is 60, and the transition from the age of 55 (the retirement age for women before the last change) to the age of 60 has been achieved slowly over a six-month period annually. Thus, in 2006 the women at the age of 58 retire, in 2007 – at the age of 59, and in 2009 the age for obtaining the right to pension will be 60. Men retire at the age of 63 years old.

According to the statistical data about Bulgaria, a high percentage of people in pre-retirement age have lost their job for different reasons and now they are permanently unemployed. This affects their opportunity to obtain the right to a pension, because according to the tangible requirements of the law, besides reaching the exact retirement age, a person is also required to have had a particular length of service. The points required for obtaining a pension are formed by two components – age and length of service. For women 60 years of age plus 30 years of service form the 90 necessary points for retirement. As to men, the proportion of 63 years of age and 37 years of service forms the minimum 100 points for retirement.

Statistical data from the period January to September 2006 show that the percentage of unemployed people over 50 years old is 13.7% and over 55 is 16.8% of the overall number of the registered unemployed persons. This percentage is the highest in comparison with the other age groups, as shown in the following table:

<b>Age</b>	<b>Percentage of all unemployed people</b>
to 19	3.5%
from 20 to 24	8.6%

from 25 to 29	11.2%
from 30 to 34	11.6%
from 35 to 39	11.2%
from 40 to 44	11.1%
from 45 to 49	12.3%
from 50 to 54	13.7%
over 55	16.8%

Another fact should also be taken in consideration:

A percentage of the people in pre-retirement age who do not have either few or no formal qualifications, have lost their confidence in finding a job. There is no available data on the exact number, as they have not registered in the labour market offices. In addition, in this age group the proportion of the continuing unemployed is the highest compared to other age groups.

From the given data it is evident that people over the age of 50 are at a disadvantage in the labour market and as a result they are isolated from an active social life. The need for taking special measures for their re-integration into social life and the labour market is obvious. Labour provides the most effective means of social integration. It can lead to positive results involving active government and non-government policies stimulating social integration. This will lead to the provision of jobs and an improvement in the quality of work.

## ***Chapter 2 - Employees' Views***

In order to determine the needs of older people, related to their employment opportunities and social life, a survey was carried out, completed by 45 people between the age of 55 and 76. The interviews were performed through face-to-face meetings in three areas:

- The City of Plovdiv
- The Town of Sliven
- The Town of Panagiyurishte (a small town)

The reason for this distribution meant that the survey included areas of different size and varying levels of development of the economy sectors. This would provide a clear picture of the employment activity and the social activity, as well as obtaining information about the potential users of the project. The largest group interviewed were the group of people in pre-retirement age (from 55 to 63 years old).

The main conclusions from the survey were:

- There was a lack of employment opportunities
- The high age required for the pension was seen as a barrier
- The employed people who are in the meantime looking for a job, require something in the way of a guarantee in case they drop out of the labour market.
- Already retired persons expressed the wish to continue working
- The unemployed expressed their willingness to work either in a full-time, or a part-time position
- As a main obstacle not to be hired, the interviewees point out their age (88.6%).
- The unemployed expressed their readiness to change their sphere of work

- Most of the interviewees believe that work experience is the most important factor in seeking a job ( 72.7%), while 20.5% of them realize they have better chances of finding a job if they take additional training.
- Almost all of the interviewees think that participating in the “mentoring” process would be helpful, 62.8% prefer the mentor be an employer and almost the same number of people expect from the mentor helpful advice, support and encouragement.
- Most of the interviewees believe, that their participation in the mentoring programme would provide them better with a better chance of finding a job (77.3%).

### ***Chapter 3 - Employers' views***

At the same time as the survey of older employees was carried out, another a survey of employers was carried out. The organization of this survey was based on the same principles and in the same three areas:

- Plovdiv
- Sliven
- Panagyurishte.

All the surveys were undertaken as face-to-face interviews with employers from different sectors of the economy. Other methods for carrying out this survey (for example, the questionnaire to be sent to the employer along with other documentation) were found to be ineffective.

As a whole the employers expressed willingness to answer the questions but they express no clear interest in participating in future mentoring programmes.

The main conclusions from the survey were:

- Most of the employers gave evidence of having employees in pre-retirement age.  
However from their answers to the question *“Are there such employees hired in 2006?”*, the following conclusion is drawn:  
The pre-retirement employees usually have a long length of service in the same company and this is a status quo. They are employees with built up specialist experience and good labour habits and of value to the company. In staff recruitment the companies would prefer young people.
- As reasons for hiring employees in pre-retirement age the employers indicate almost the same requirements:
  - Built up specialist experience
  - Good labour habits

- They also indicate that there are specific professions, which are necessary for the activity of the company.
- It is obvious that the employers need additional motivation to employ persons from the target group (for instance tax concessions)  
At the same it became clear from the lead conversations that the existing law preferences and programmes on employment of people over 50 are not fully exploited. These concessions are more often taken advantage of in the public sector.
- A substantial percentage of those, who filled out the questionnaire (85.0%) claim that there are no insurmountable obstacles for their companies to employ persons from the target group. It is obvious that at this stage the provided advantages are not sufficient to stimulate the employers to provide positions for those in the higher age groups. The reasons of low capacity of work and problems identified with the older age group.
- A large percentage of the survey participants (66.6%) said that if they start a mentoring programme, they would prefer it to contain “a short theoretical part, followed by a practical part”, and the rest are interested in “regular training, conducted two or three hours weekly.”

# POLAND

## ***Chapter 1 - Introduction.***

### **General description of occupational situation concerning 50+**

Aging of the Polish population is becoming a serious social problem. It is estimated that in the year 2020, people over 60 will make up about 26% of the population. Polish statistics do not give exact information about 50+. However in the statistics of the Central Statistical Office the following age groups are recognised: 45-54, 55-64, and 65+. Unemployment of 55+ is not a serious problem. At the end of 2004 only 4% of people from that group were unemployed (in the age group 45-54 it was 22.8%). However the real situation is different, because the average real retirement age is 56 in women and 58.7 in men. Only 25% of men and 13% of women reach the official retirement age (65 men; 60 women).

People over 50 possess knowledge, skills, vocational and life experience which is valuable for the economy and its competitiveness. In order to gain welfare and harmony in the European labour market, the Lisbon Strategy set up programs which promote 50+ employees, while trying to persuade European Society that this group plays one of the most important roles in keeping the economy in equilibrium.

The greater accessibility to earlier retirement in Poland is the substantial factor in vocational deactivation. In order to keep 50+ employees in the labour market government cut that privilege.<sup>1</sup> According to EUROSTAT (2005) the participation of elderly employees in Poland is 27.2% (For example in UK 56.9%, Slovenia 30.7%, Bulgaria 34.7%)

---

<sup>1</sup> Komu wcześniejsza emerytura, komu pomostówka, Gazeta wyborcza wtorek 13 marca 2007, s. 20-21

## **Chapter 2 - Employees' Views**

The phenomenon of stopping occupational activity over 50 seems to be very widespread in the Polish situation.

The questionnaire study conducted through the project revealed that occupational activity is not the priority for the vast majority of respondents. Only 11 put work as one of the most important life needs. The others were saying that all they want is **rest** (*"I want to rest, not having to work"; "I am tired with work", "I think I deserve rest", "I would willingly rest, I do not have the energy, but I need money to live"*).

Some of them openly state that they do not want to work (*"I would like to take care of my grandchildren, I have had enough of work, now it is time for my children"; "work is for young people"; "I wish I could have my retirement money"*)

Even when respondents wished to be active in the occupational field the only reason for it was additional money (*"I work as a warden at a park and that gives me money, I would like to work from time to time to get some money"*). Generally work has for them only economic value. Only two respondents were thinking about voluntary work.

Another important aspect was the self-perception of respondents as potential employees. They very often were mentioning weak points (*"I do not have the qualifications to work nowadays"; "I do not know languages, computers"; "they need graduates from the university"; "my qualifications are weak"*)

The most important actions to take in Polish situation are:

- Better diagnosis of the occupational situation in this age group
- Preparation of programs motivating occupational activity of 50+
- Raising public awareness about the occupational situation of 50+
- Support employees with appropriate programs for 50+

## **Chapter 3 - Employers' views**

When it comes to the mentoring process itself it is worth noting that there is data showing that employers value mentoring quite highly as a method of communication within organisations. A good example is seen in the results of the research presented by Mierzejewska (2004). It revealed that almost 60% of Polish companies took advantage of mentoring processes during the last year. The same percentage of employers assess mentoring very highly as a communication tool. Such results may sound very optimistic when we think about the goals of the Adults Mentoring process. However the general acceptance of mentoring as the most appropriate method does not necessarily mean that employers will take up mentoring systems for the particular group of 50+.

### **Life long learning - Polish perspective**

In comparison to other EU countries, people in Poland very seldom use life long learning. This concept does not have appropriate support among employers.<sup>2</sup> According to the Ministry of Labour and Social Policy concerning the educational activity of adults, older employees are not motivated to learn relative to younger employees. Results from similar research tell us that educated people are ready for more education. The conclusion is that employees with low qualifications who are also older, are hard to encourage into further learning. The reason for this is the gap in education, (especially concerning acquired knowledge and skills) between young and old.

Another barrier to life long learning is the lack of investment in human resources. Employers do not want to send employees for expensive training which in their opinion is not valuable.<sup>3</sup> The main barrier to life long learning however, is the

---

<sup>2</sup> [http://209.85.135.104/search?q=cache:-4VUENStOEMJ:www.mps.gov.pl/\\_download.php%3Ff%3Duserfiles%252FFile%252Fnowe%252Fuczni%252Fesiedoroslychdruk.pdf+Ministerstwo+Gospodarki+i+Pracy+Uczenie+sie+doros%C5%82ych&hl=pl&gl=pl&ct=clnk&cd=1](http://209.85.135.104/search?q=cache:-4VUENStOEMJ:www.mps.gov.pl/_download.php%3Ff%3Duserfiles%252FFile%252Fnowe%252Fuczni%252Fesiedoroslychdruk.pdf+Ministerstwo+Gospodarki+i+Pracy+Uczenie+sie+doros%C5%82ych&hl=pl&gl=pl&ct=clnk&cd=1)

<sup>3</sup> MGPIPS, 2003b, Badanie Aktywności Edukacyjnej Dorosłych. Raport końcowy z realizacji zadania, Warszawa

lack of funds which can be effectively used to target investment in the infrastructure, particularly for establishing local learning centres, providing appropriate information about education offers, education itself and forecasting skills and labour market needs.<sup>4</sup>

The main task of the life long learning policy is to increase accessibility to information about education, set up diverse educational offers, remove social and psychological barriers, provide high quality education, update information, provide access to technology, teach languages, adapt educational projects to local labour market needs, increase investment in human resources and realize the huge role of life long learning in every stage of our life.<sup>5</sup>

### **Adult Education – Vocational Education**

In Poland we have three basic categories of meaningful vocational learning activity. formal, non-formal and informal learning.<sup>6</sup> We have focused on formal and non-formal learning.

Formal learning takes place in education and training institutions, leading to recognized diplomas and qualifications. Formal vocational learning for adults has provided compensatory functions allowing everyone to finish school who would not otherwise have done so.

There are primary schools for adults with vocational training. There are also middle schools, high schools for adults with optional vocational training. Since 1989 Poland has made a transition to the free market economy and many people started study on a higher education level. Today, a still expanding higher education is a fantastic phenomenon in Poland. At last, at the end of the 1990s. the long expected Open University started its activity.<sup>7</sup>

Non-formal learning takes place alongside the main stream system of education and training and does not typically lead to formalized certificates. Polish non-formal learning can be divided into two different forms: training courses and non-

---

<sup>4</sup> MGPIPS, 2004, przegląd tematyczny kształcenia dorosłych, Warszawa

<sup>5</sup> Tamże

<sup>6</sup> *A Memorandum on Lifelong Learning*, Brussels, 30. 10. 2000

<sup>7</sup> T. Wujek, *Wprowadzenie do andragogiki*, Warszawa 1996

training courses. Training courses are a very quick form of staff development. Here, there is a rich diversity of educational opportunities. Non-training courses may be provided in the workplace and through activities by civil society organizations and groups. This educational form is set towards obtaining vocational qualifications.<sup>8</sup>

### **Examples of good practice - vocational activity 50+**

Recently, Poland set up several projects of vocational activity 50+ putting lifelong learning into practice. *Sojusz dla pracy* is the first one.<sup>9</sup> This project wants to reduce discrimination against older employees and focused on four thematic working groups: training, age management, career path management, and skills/competence analysis. They organize seminars during which they present the results of the working group's research. They are preparing a conference summarizing their activity and they will prepare a Good Practice Guide.

There are also another project examples like: *Kierunek Praca, Kompas, Kultura i tradycja włókienniczej Łodzi dla bezrobotnych* and *50 na plus*.<sup>10</sup>

This selected project mostly focuses on reducing discrimination against older employees, creating a proper training and counselling opportunity. There was also an organized workshop: how to use the computer in hospitality, in human resources, in trading and so on. Language training encompassed classes like: ABC English, English in Commerce, English In business, English in negotiation.

### **Barriers to hiring person 50+**

The Department of Adult Education and Social Gerontology at the University of Lodz conducts research and surveys on local labour market. The researches focus mainly in Lodz. The aim of this research is the diagnosis of the needs of companies who wish to hire persons 50+. (107 Questionnaire form).

The main conclusion is: Employers do not want to hire persons 50+.

---

<sup>8</sup> Tamże

<sup>9</sup> <http://www.sojuszdlapracz.pl/>

<sup>10</sup> <http://www.idea24.pl/strony/i/2426.php>

The reasons are: poor health, a policy for hiring young people, lack of knowledge and skills. On the other hand they will hire people over 50 but this would be conditional on several things which can be grouped in four categories:

The most frequent characteristics which were required for potential employees were (vocational and life experience, qualification, responsibility, strong communication skills and so on)

New legislation (low taxes, better use of structure funds and so on)

Changing in market (more vacancies, more demand for other products) and

Better educational solutions (more diversity of educational opportunities)

# SLOVENIA

## ***Chapter 1 - Introduction.***

### **General description of occupational situation concerning 50+**

In the last 5 years we have perceived a positive trend in the labour market in Slovenia. The level of unemployment decreased from 7.6% in 1999 to 6.3% in 2004 and is under the EU average. However, there is still exists the problem of structural unemployment, the long-term unemployment share is high especially among unskilled older workers. Particularly low is the level of work activity among older workers (55 – 64 years), which rose to 29% in 2004 and is mostly the result of early retirement because of companies' restructuring at the beginning of the 90s'. At that time part of the active population moved into unemployment and retirement. The retirement reform made the average age of retirement increase. In 2004 the level of active workers in the age group from 55 to 64 years rose perceptibly. Long-term unemployment is highest among unskilled workers over 55. Slovenia strives to raise the level of employment especially among hard-to-employ groups (young people, disabled people and uneducated people) and even more among older people in these groups..

The percentage of the population older than 65 is on the increase. It was 14.5% at the beginning of 2002, which was still lower than that of the population from 0 to 14 years (15.4%). In the middle of 2004 the percentage from 0 to 14 was 14.5% and 15.2% for the part of population over 65. Increasing also is the relationship between the older and fit for work population (coefficient of dependence). In a survey of 100 people there were 21 or more over 65 and fit for work at the beginning of 2002 (24 in EU -15 in 1999). In the future in Slovenia we expect to extend gradually the effective age of retirement from 58 to 65 years. The decrease in the actively working population is definitely one of the weakest points in the future development of Slovenia's population. Demographically, despite the expected slight increase in the birth rate, show the problems of aging and the decrease in the population after 2006 who are fit for work. The level of

employment can increase only by increasing the number of active older workers (50 – 65 years), particularly in the age range from 55 to 65 years – the Lisbon goal is 50% in 2010. The level of employment in Slovenia for this group is the lowest in the EU. As the cost of re-training this age group is high, the expansion in activity of older people will only be achieved by a gradual retirement from work. Because of the retirement reform the average age of retirement in Slovenia is increasing. The Lisbon goal is to increase the age of retirement by 5 years by 2010. With the decrease of demographic potential and the population's aging after 2006, it will be particularly important to produce a programme concerned with aging, which will increase the level of older people's work activity. Quality in the human factor area is important, more qualified and more experienced manpower is needed.

### **Adult education and Life-long Learning**

Adult education in Slovenia is characterised by impressive programme diversity. Schools and higher education institutions, basically providing youth education, also offer formal education courses for adults, adapting the organisation and programmes to the needs of adult learners. Non-formal education programmes are designed for various target groups, for example, employed people seeking to improve their employment opportunities or gain promotion, individuals wishing to enhance the quality of their lives, individuals pursuing a hobby, the unemployed, marginal groups, ethnic groups, and foreigners. Access to most non-formal education courses is unrestricted.

Programme diversity results in various possibilities for education providers in the field of adult education. There are 34 people's universities in Slovenia (carrying out the education of adults as their basic activity), training centres in companies, some upper-secondary schools, vocational colleges and higher education institutions, centres developed within the Chamber of Commerce of Slovenia, and private education providers offering programmes of adult education.

In principle it is possible to divide providers and institutional bearers of adult education into three groups. The first group is represented by institutions for the

education of adults (organizacije za izobraževanje odraslih), the example of such institutions are Ljudske univerze. These are organisations where the main activity is the education of adults.

The second group is formed by organisations for the education of adults and youth. Their main activity is the education of the young, but they also organise and offer programmes of adult education. Such an education is also carried out, on the basis of concession, by some private educational institutions.

Extremely wide and diversified is the third group of organisations, which also provides the education of adults, and could be defined as "other organisations" offering education for adults, their basic activity not adult education. This is the case of organisations, which along with their main activity (which is not educational) provide also adult education (mainly non-formal) as an important part of their programme. Included in this group are also organisations from the field of culture and art, organisations of local communities, organisations for leisure time, professional organisations, etc.

Slovenia is already achieving a greater variety and diversity in the programmes offered, and the greater adaptability of this offer to the needs of adults, in the field in general, and particularly in non-formal education. This type of education is systemically still not supported enough. Therefore there is a lot of developmental potential still hidden in this field. In spite of this a diversified programme and organisational offer has been developed giving adults easier access to knowledge and training. Programmes of general non-formal education are springing up in different fields. Besides the field of education, it is worth mentioning non-formal education in culture, health, agriculture, labour, social activities and others.

**The Slovenian Institute for Adult Education** was set up by the Slovenian Government as a central non-governmental, non-profit organization for adult education research, development and advice. The Institute has many activities, such as research work in education, planning norms and standards for educational development, international cooperation, etc. The Slovenian Institute

for Adult Education is the lead organization for the development of a lifelong learning culture in adult education.

**The Slovenian Third Age University** includes today 35 local third age universities, these having adopted different organizational structures. In study circles, relationships between peers, the students and the mentor encourage and improve learning. Study circles and groups have adopted mostly project learning, learning by doing resulting. The third Age university opened up a special employment service for the elderly intended for linking up employers in need of intellectual services of the elderly and the elderly themselves, as well as for testing their abilities and offering them appropriate training when needed.

## ***Chapter 2 - Employees' Views***

The sample used in Slovenia included people over 50, who are registered at the Employment Service of Slovenia as unemployed. When selecting a sample, we considered proportional representation of registered unemployed people at the Employment Service of Slovenia by sex and region. The survey was carried out by mail. The questionnaires were sent to 150 people in Slovenia. We received back 55 completed questionnaires, which gave a 37% response rate. 31 women and 24 men completed the questionnaires and the data indicated that 65% of them were in the age group from 50 to 55, 31% in the age group from 56 to 60 and 4% in the age group from 61 to 65 years.

The question on employing older people shows that approximately half of the people included in the survey agree that a bad state of health significantly affects the employment of older people. Most of them also agree about employers not being in favour of employing people over 50 and that the employers think they would have some problem with this age group. People included in the survey have divided opinion about the following statements: older people are underpaid; employers hire older people in work positions where basic or routine skills are needed; employers encourage older people into premature retirement.

From analysis of the answers we can conclude the following:

- people included in the survey were previously doing work where lower qualifications or education were needed
- formal enrolment at the Employment Service of Slovenia does not actually mean active job seeking. More than half of the people included in the survey are not looking for a new job, although they are registered as active job seekers
- age and state of health are the main reasons why they are not looking for new job
- among the reasons for looking for a job were motives for assured financial safety and care for "safe" oldness
- in the forefront are placed competences in the ICT field, for which most of those surveyed think would improve their employment opportunities
- most of them agree it would be necessary to find a company which would help people over 50 enter the labour market
- On "if there is enough training for job seeking in Slovenia" opinion is divided; mostly they look for help and cooperation at the Employment Service of Slovenia
- in the case of participation in the mentoring programme most of them would choose a mentor who is experienced in some field of activity and they would prefer individual to collective help which would take place at work directly. Besides mentors' practical advice they would also need their encouragement, support and help to raise their self-confidence. Mentorship on a personal level is preferential, next to gaining competence in the ICT field, which would improve the employment possibilities for older people.

### **Chapter 3 - Employers' views**

Slovenian companies' representatives completed 30 questionnaires and when asked about obstacles to employing 50+ people mostly list:

- the nature of the work (difficult work, different shifts and/or night shift, field work) employment's strategy
- already a large number of employees over 50;

At the same time they name the following issues that would support them to employ older workers:

- more work experience
- high professional efficiency and specific knowledge
- government's financial support
- extra income tax relief

About 60% of respondents expressed willingness to take part in the mentoring programme within Adults Mentoring.

However some of the respondents raised doubts on the effectiveness of mentoring programmes and the possibility to set up such programmes in their company:

*"In our company we have a very good educational, apprentice and mentoring programmes. Our experience with people referred to us by the Employment Service are, unfortunately, bad. We are not willing to offer mentorship to people who are not employed in our company. An interesting example is company V. (same activity) – together with the Employment Service it organized a whole qualifying programme for deficit professions (carpenter, bricklayer). Slovenia financed most of it, 50 people cooperated in the programme and company's cadre department put in a lot of effort and time. After 2 years, only 2 people (out of 50) are employed in V. So, we are doubtful of such programmes' efficiency."*

*"J. is a small private company where employees make every effort in their work. Overtime work is frequent and mentorship for unemployed people over 50 is not an option because of our employees' lack of time. It would be impossible for our employees to work so much and be a mentor at the same time."*

*"We work in the field of information technology, which is a quickly developing branch. Our customers are very demanding, they expect constant attainability and quick response. Average age in our company is less than 30 years, so we think people over 50 would have trouble with inclusion in our working collective."*

At the same time some other respondents set forth the potential advantages of mentoring programmes. One good example is:

*"We have some experience with mentorship, students also do practice in our company. But mostly we gave such answer because to us all can happen that in the future we will be unemployed (and older). It is important to give these people another chance."*

Although the attitudes of employers towards mentoring for 50+ are ambiguous it seems that the programme could be advantageous for some companies that need an older workforce.

# UNITED KINGDOM

## *Chapter 1 - Introduction*

### **General description of occupational situation concerning 50+**

The population of the whole world is getting older and the whole world, sooner or later, will have to manage the consequences. In Scotland there has been a marked increase in the interest of policy makers in social inclusion issues and integration policies for the target group of adults over the age of 50. New legislation framework has been also implemented to address the needs of this group of people and provide them with assistance and practical support when trying to change a career pattern or pursue a new career path.

In order to provide a wider picture of this issue it is desirable to generally describe the occupational situation of people of 50 years of age and above. According to the National Statistics in the year 2005, 20.3 million people in the UK were aged 50 and over. This represents a 27 per cent increase, from 16 million in 1961. The number is projected to increase to close to 27 million people aged 50 and over by 2031 (an increase of another 33 per cent). Social scientists identify growth in the numbers of very old people as a significant demographic shift. The scale of the change is best illustrated by some more figures. In 2005 a man of 65 could expect to live for another 16.6 years and a woman of the same age for another 19.4 years. Around one in six of the population was over 65 in 2005, compared to one in ten in 1950. In 30 years' time almost one in four will be over 65. These are record levels and addressing the needs of this group of people is becoming a vital issue. Creating and sustaining employment opportunities are amongst the most urgent problems faced by the European governments.

The unemployment figures for the United Kingdom indicate that the unemployment rate in September 2005 for those aged 50 and over was the lowest among all age groups and added up to 2.9 per cent. It is however almost

impossible to trace the outside factors that influenced these figures, such as a possibility of an early retirement, which would not be then classified as the unemployment. To put the figures in wider context it is necessary to note the unemployment rates for all the other age groups. They were respectively 22.4 per cent for those aged 16-17, 10.9 per cent for those aged 18-24 and 3.4 per cent for those aged 25-49. Taking those figures into consideration may however result in the over-optimistic picture of the employment situation of people of 50 years of age and above, while a common knowledge is that more and more people from this group have to give up the hopes of finding a job. It would be then especially worthwhile to take a closer look at their perception of this situation.

## ***Chapter 2 - Employees' Views***

As the Adult Mentoring Project is dedicated specifically to meeting the unique educational, social, and cultural needs of people of 50 years of age and above and to providing educational opportunities for professionals working in the aging network, it has been attempted to try to capture those needs in a more scientific manner. In this chapter the data collected by the Edinburgh University Settlement Community Learning Centre will be analysed to provide the framework for the needs analysis of the target group 50+. It will help to understand some problems that are faced by the majority of people of 50 years of age and above when trying to pursue a new career or simply keep the job they are doing.

Our intention wasn't a big research due to the timescales for the project and therefore the quantitative methodology wasn't focused on the representative sample but was rather aimed to draw the attention to certain problems. Twenty three respondents in the UK have completed the questionnaire, of those eleven were both looking for future employment and are 50-55 years of age. Most respondents in our sample were not looking for future employment and it has been also noticed that the older a person is, the less likely they are to be looking for a job.

Due to the fact that this research has not been conducted on a representative sample it is quite hard to draw any certain conclusions but it is still desirable to outline some findings that we found interesting. Here are some specifications of the sample:

The majority of respondents looking for employment were men.

Although half of the respondents were employed at the time of the survey, few of those were looking for future employment.

Only one person from those who already retired was looking for employment.

The majority of those looking for employment were previously working in Administration and Management (58%), with another sizeable portion (25%) formerly in Computing and ICT. The areas considered for future

employment reflect the past career path - so again majority of respondents would like to work in Administration and Management (66.7%). Computing and ICT was most popular as the desired new career for those who would like to change their previous specialisation. Logically then, the most frequently requested skill training was the course designed to enhance the computer skills.

As for the preferred work pattern, the respondents would chose to work on a full time basis, but half would consider part-time or other flexible arrangements. A desire to 'maintain a certain lifestyle' was cited as the main reason for seeking new employment (for 55% of respondents).

All respondents agreed that those over 50 years of age would benefit from a service to assist them in finding employment and entering the workforce.

## ***Chapter 3 - Employers' views***

Having briefly analysed the needs of people of 50 years of age and above and their perceptions of the situation on the labour market, we would now take a closer look at the employers' views.

It has to be emphasised that situation of the older workforce in the United Kingdom is specific due to the new legislation which came to force on 1 October 2006. Since the implementation of The Employment Equality Regulations the employers have been legally obliged to treat all employees (and potential employees) in the same way regardless of their age. Under the age discrimination regulations any ageist practices have been prohibited in all areas of employment. Those are: recruitment, selection, promotion, training and development, redundancy and retirement.

To help employers recognise the business benefits of an age-diverse workforce and fight their policies to the new standards the Good Practice programme has been prepared by the Department for Work and Pensions. This is a voluntary guidance to encourage employers to make decisions that do not discriminate against someone because of how old they are. A number of British employers have adopted the new Good Practice standards and can serve as good example for the other partners in the Adult Mentoring Project.

To gain a better insight of the new standards employed in practice, we will analyse the British Telecom as the example of an 'Age positive company'.

### **British Telecom - case study**

BT is one of the world's leading communications companies. Its principal activities include local, long-distance and international communications services, mobile communications, broadband and internet products and services, and IT solutions. It operates in the UK and overseas, particularly in Europe, but also in the Americas and the Asia Pacific region.

BT began to focus on age diversity in the late 1990s when it became concerned by the age profile of its workforce. With an average retirement age in the company of 52, BT realised it could no longer sustain the culture of early retirement that had grown within the organisation. The company's employee age distribution formed a "cliff-edge" around the ages of 52 and 53, after which the percentage of the workforce older than this dropped dramatically. BT implemented a strategy to address the imbalance with the aim of flattening and shifting the peak of the age distribution. The intention was to make the company more reflective of its markets and better able to reap the benefits of mixed-age teams.

BT has already instigated a proactive approach to employing older workers. In particular, it has introduced a portfolio of flexible options to support a decade of retirement for its employees. The company defines flexible retirement as giving its employees greater choice about the nature and timing of their retirement. The flexible retirement strategy was launched in February 2001 as an integral part of NewStar programme. Providing a holistic approach to resourcing, NewStar offers a number of schemes to enable people to work flexibly – as part of a mutually agreed career and life plan. Flexible working options include alternative attendance patterns, homeworking, part-time working and job-sharing among others. NewStar enables employees to plan ahead and address career changes constructively. It provides a comprehensive toolkit and the framework necessary to help employees and managers discuss these issues. Guidance on the choices available and the benefits to be gained are provided in the company's "Achieving the balance" portfolio – an intranet site promoting flexible working. The five flexible working options provide the mechanisms by which people, for the first time, can retire gradually. The options are:

- *Wind down*, which offers employees an opportunity to work part time or job-share;
- *Step down*, which enables employees to reduce their work commitments by taking a lower grade job with less responsibility;

- *Time out*, which allows employees to take phased sabbaticals;
- *Helping hands*, which encourages employees to take up full- or part time secondments; and
- *Ease down*, which allows employees to gradually reduce working hours and/or responsibilities, particularly in the 12 months prior to leaving BT.

Although BT maintained a fixed retirement age of 60, there are opportunities for certain employees in areas where there are skills shortages to stay on beyond that age, and the company's ultimate aim is to remove a fixed retirement age altogether.

BT argues that its flexible retirement policy will enable it to keep employees for longer and that this will benefit the business by:

- slowing down the loss of skilled and experienced personnel;
- reducing recruitment and induction costs;
- attracting candidates from a wider talent pool;

and

- protecting the company's occupational pension fund as the life expectancy of fund members continues to rise.

The company has already increased its proportion of employees aged over 50 from 13% to 24% in just three years.

# **SUMMARY AND CONCLUSIONS**

## **Common Structure**

The Universities of Lodz, Ljubljana and Edinburgh University Settlement compared qualitative research and statistics.

Research, preparation, implementation and evaluation of the mentoring process was conducted for this group.

Models of good practice were collated.

Draft Questionnaires and Agreements for Pilot were prepared.

## **Common Unemployment Statistics**

All 4 countries have seen an increase in the population of unemployed people over the age of 50.

Unemployed 50+ is not a serious problem yet in Poland or the UK. However, in Slovenia the level of employment in this group is the lowest in the EU.

All 4 countries had factors which affected this increase in unemployment in this group and include decrease of birth rates, early retirement, transition to market economies and company restructuring.

## **Common Barriers to Employment**

The following were identified in each partner country:

- This group were disadvantaged in the labour market because of a lack of skills for new economies
- There was a feeling of isolation and little social life
- Companies restructuring affected the skills required by this group
- The cost of retraining was prohibitive
- The problems associated with perceived ill health and disability
- The difficult of the work and shift patterns

## Common Solutions for Employment

- There was a need for a mentoring process which involved the following:
  - Support and encouragement
  - Professional advice
  - Careers advice
- The mentoring process should be conducted in the following way:
  - On a one to one basis
  - Preferably in the workplace
- There was a need for further training in the following (in order of importance):
  - ICT Skills
  - Managerial and Administrative Skills
  - Associated Communication skills
- There was a need for Governmental help in the following areas:
  - An increase in the retirement age
  - Financial support from governments
  - People over 50 possess skills and life experience which are valuable to economies
  - An increase in the rights to a pension
  - Raise employment levels for this group by 50% by 2010 (this was identified in the Lisbon Strategy which promotes programmes for 50+ employees)
  - More adult education programmes and work experience
  - More third age universities as in Slovenia whereby 50+ are linked up to employers

## Appendix 1 – Bulgaria Data

The survey was held over 20 days (1-20 March). The sample includes 45 face to face interviews divided between 3 Bulgarian cities (Plovdiv 10, Sliven 20 and Panagurishte 15). The interviews were held with potential mentees, adults at the age of 55+.

Total participants = 45

### Age

		Frequency	Percent
Valid	55-60	24	53,3
	61-65	13	28,9
	66-70	6	13,3
	over 75	1	2,2
	Total	44	97,8
Missing	System	1	2,2
Total		45	100,0

### Gender

		Frequency	Percent
Valid	Female	26	57,8
	Male	19	42,2
Total		45	100,0

### Employment status

		Frequency	Percent
Valid	Employed	15	33,3
	Unemployed	9	20,0
	Retired	21	46,7
	Total	45	100,0

Respondents had the opportunity to choose as many responses as they wanted  
 It is very interesting is that some of the retired declare themselves as unemployed. This would seem to indicate that they consider themselves as able to participate in the open labour market.

**Cross-tabulation of age and retirement status**

		What is your employment status?	Total
		Retired	Retired
Age	55-60	1	1
	61-65	3	3
Total		4	4

**Cross-tabulation of age and employment status**

		What is your employment status?			Total
		Employed	Unemployed	Retired	Employed
Age	55-60	10	8	6	24
	61-65	4	0	9	13
	66-70	0	0	6	6
	over 75	1	0	0	1
Total		15	8	21	44

### Cross-tabulation of previous area of employment and potential future employment

		What area of employment would you consider for future employment?									Total
		Admini- stration and Manag- ement	Buying, Selling and Related work	Comput- ing and ICT	Construct- ion/Engin- eering/Ma- nufacturin- g	Hospital- ity, Caterin- g and Tourism	Social, Caring and Advisory Services	Teaching and Classroom Support	Transport and distribution	Other( please specify)	
What was your previous area of employment?	Administration and Management	5	3	0	1	1	3	0	0	1	14
	Buying, Selling and Related work	0	4	0	0	0	1	0	0	0	5
	Construction/Engineering/ Manufacturing	0	1	2	9	0	0	0	0	0	12
	Hospitality, Catering and Tourism	0	0	0	0	1	0	0	0	0	1
	Social, Caring and Advisory Services	0	0	0	0	0	2	0	0	1	3
	Teaching and Classroom Support	0	0	0	0	0	0	4	0	0	4
	Transport and distribution	0	2	0	0	0	0	0	1	0	3
	Other( please specify)	1	0	0	0	1	0	0	0	0	2
Total		6	10	2	10	3	6	4	1	2	44

From the table it is obvious that people are not enthusiastic about changing their sphere of occupation. Only two small tendencies could be observed – some of the respondents prefer ICT and computing as well as social work and the advisory sector.

### Type of employment being looked for?

		Frequency	Percent
Valid	Part-time employment	22	48,9
	Full-time employment	23	51,1
	Total	45	100,0

### Cross-tabulation of age and reasons for seeking employment

		Why are you seeking employment?					Total
		To supplement pension	To keep active	For companionship	To maintain a certain life style	To be productive	To supplement pension
Age	55-60	10	9	2	2	1	24
	61-65	11	1	0	1	0	13
	66-70	4	1	1	0	0	6
	over 75	0	0	1	0	0	1
	Total	25	11	4	3	1	44

### Barriers to finding employment

		Frequency	Percent	Valid Percent
Valid	Age	39	86,7	88,6
	Childcare	2	4,4	4,5
	Caring for a family member	1	2,2	2,3
	Educational achievement	2	4,4	4,5
	Total	44	97,8	100,0
Missing	System	1	2,2	
	Total	45	100,0	

### Pre-employment activities that would help in finding employment

		Frequency	Percent	Valid Percent
Valid	Work experience	32	71,1	72,7
	Training for work	9	20,0	20,5
	Voluntary work	3	6,7	6,8
	Total	44	97,8	100,0
Missing	System	1	2,2	
	Total	45	100,0	

**Would advice from a person with experience in helping people into employment (a mentor) would be useful?**

		Frequency	Percent	Valid Percent
Valid	Yes	42	93,3	95,5
	No	2	4,4	4,5
	Total	44	97,8	100,0
Missing	System	1	2,2	
Total		45	100,0	

**What type of person should a mentor be?**

		Frequency	Percent	Valid Percent
Valid	An employer	27	60,0	62,8
	An employee	14	31,1	32,6
	A retired person	2	4,4	4,7
	Total	43	95,6	100,0
Missing	System	2	4,4	
Total		45	100,0	

**What kind of support would you expect from such a mentor?**

		Frequency	Percent	Valid Percent
Valid	Practical advice, encouragement and support	30	66,7	66,7
	Help to develop self-confidence	2	4,4	4,4
	Help to overcome social isolation	3	6,7	6,7
	Help to develop interpersonal skills	1	2,2	2,2
	Help to establish goals and a sense of direction	2	4,4	4,4
	An insight into the world of work	4	8,9	8,9
	Ann insight into career options	1	2,2	2,2
	Help to develop social and professional contacts	2	4,4	4,4
	Total	45	100,0	100,0

**How would you expect this support to be given?**

		Frequency	Percent	Valid Percent
Valid	One to one	26	57,8	57,8
	In groups	2	4,4	4,4
	Both one to one and in groups	17	37,8	37,8
	Total	45	100,0	100,0

**Do you think working with a mentor would greatly improve your chances of gaining employment?**

		Frequency	Percent	Valid Percent
Valid	Yes	34	75,6	77,3
	Not sure	10	22,2	22,7
	Total	44	97,8	100,0
Missing	System	1	2,2	
Total		45	100,0	

**Where would you expect this support to be given?**

		Frequency	Percent
Valid	In the workplace	35	77,8
	Both at the workplace and in your home	10	22,2
	Total	45	100,0

**Do you feel there is enough training available to you to find employment?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	46,7	46,7	46,7
	No	24	53,3	53,3	100,0
	Total	45	100,0	100,0	

**What is your opinion on the following statement?**

**Employers are reluctant to employ you and provide training**

		Frequency	Percent
Valid	agree	31	68,9
	not sure	8	17,8
	disagree	2	4,4
	Total	41	91,1
Missing	System	4	8,9
Total		45	100,0

**What is your opinion on the following statement?**

**Poor health or the perception of possible poor health is a factor in gaining employment**

		Frequency	Percent
Valid	agree	31	68,9
	not sure	5	11,1
	disagree	1	2,2
	Total	37	82,2
Missing	System	8	17,8
Total		45	100,0


**What is your opinion on the following statement?**

**Employers have a tendency to employ older people in jobs requiring basic or routine skills**





		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	agree	15	33,3	48,4	48,4
	not sure	11	24,4	35,5	83,9
	disagree	5	11,1	16,1	100,0
	Total	31	68,9	100,0	
Missing	System	14	31,1		
Total		45	100,0		

## Appendix 2 – UK Data

### 1. Country



		Response Percent	Response Total
<b>United Kingdom</b>		<b>100%</b>	<b>26</b>
Bulgaria		0%	0
Poland		0%	0
Greece		0%	0
Slovenia		0%	0
<b>Total Respondents</b>			<b>26</b>
<b>(filtered out)</b>			<b>1</b>
<b>(skipped this question)</b>			<b>1</b>

### 2. What age group do you belong too?


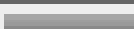

		Response Percent	Response Total
<b>50 – 55</b>		<b>69.2%</b>	<b>18</b>
56 – 60		7.7%	2
61 – 65		19.2%	5
66 - 70		0%	0
71 - 75		3.8%	1

75+		0%	0
<b>Total Respondents</b>			<b>26</b>
(filtered out)			1
(skipped this question)			1










### 3. Gender



		Response Percent	Response Total
Female		34.6%	9
<b>Male</b>		<b>65.4%</b>	<b>17</b>
<b>Total Respondents</b>			<b>26</b>
(filtered out)			1
(skipped this question)			1

### 4. What is your employment status?



		Response Percent	Response Total
<b>Employed</b>		<b>52%</b>	<b>13</b>
Unemployed		32%	8
Retired		16%	4
<b>Total Respondents</b>			<b>25</b>
(filtered out)			1
(skipped this question)			2

5. What was your previous area of employment? (You may tick more than one answer)



		Response Percent	Response Total
<b>Administration and Management</b>		36%	9
Buying, Selling and Related Work		12%	3
Communications and Media		4%	1
Computing and ICT		20%	5
Construction / Engineering / Manufacturing		12%	3
Finance		8%	2
Hospitality, Catering and Tourism		12%	3
Social, Caring and Advisory Services		24%	6
Teaching and Classroom Support		8%	2

Transport and Distribution		4%	1
Other (please specify)		32%	8
<b>Total Respondents</b>			<b>25</b>
(filtered out)			0
(skipped this question)			3

6. Are you looking for future employment?

		Response Percent	Response Total
Yes		62.5%	15
No		37.5%	9
<b>Total Respondents</b>			<b>24</b>
(filtered out)			0
(skipped this question)			4


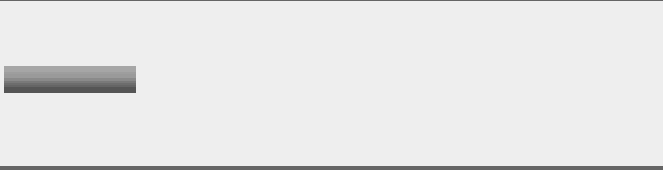









7. If not, what obstacles or reasons affected your decision? (You may tick more than one answer)

		Response Percent	Response Total
Age		50%	7
Ill health or disability		28.6%	4

Family responsibilities		7.1%	1
No suitable employment available		7.1%	1
Lack of appropriate skills		7.1%	1
Lack of financial incentive		21.4%	3
No need to find employment		28.6%	4
No desire to find employment		0%	0
Other (please specify)		7.1%	1
<b>Total Respondents</b>			<b>14</b>
<b>(filtered out)</b>			<b>0</b>
<b>(skipped this question)</b>			<b>14</b>


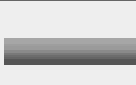



8. What area of employment would you consider for future employment? (You may tick more than one answer)

		<b>Response Percent</b>	<b>Response Total</b>
--	--	-------------------------	-----------------------

<b>Administration and Management</b>		<b>54.5%</b>	<b>12</b>
Buying, Selling and Related Work		18.2%	4
Communications and Media		13.6%	3
Computing and ICT		36.4%	8
Construction / Engineering / Manufacturing		9.1%	2
Finance		13.6%	3
Hospitality, Catering and Tourism		27.3%	6
Social, Caring and Advisory Services		22.7%	5
Teaching and Classroom Support		31.8%	7
Transport and Distribution		18.2%	4
Other (please specify)		18.2%	4
<b>Total Respondents</b>			<b>22</b>
<b>(filtered out)</b>			<b>0</b>

(skipped this question)	6
-------------------------	---

9. What type of employment are you looking for? (You may tick more than one answer)

		Response Percent	Response Total
Part-time employment		38.1%	8
<b>Full-time employment</b>		<b>61.9%</b>	<b>13</b>
Self employment		19%	4
Working from home		33.3%	7
Other (please specify)		9.5%	2
<b>Total Respondents</b>			<b>21</b>
(filtered out)			0
(skipped this question)			7

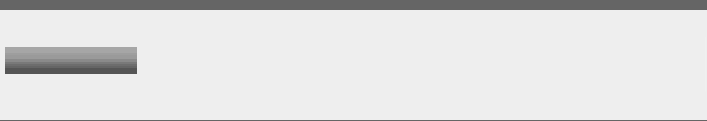
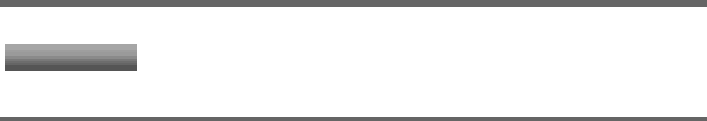
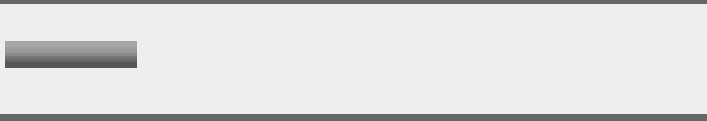

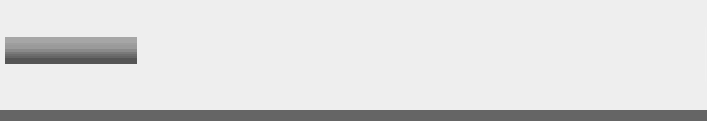




10. Why are you seeking employment? (You may tick more than one answer)

		Response Percent	Response Total
To keep active		47.6%	10

For mental stimulation		28.6%	6
For companionship		9.5%	2
<b>To maintain a certain life style</b>		<b>57.1%</b>	<b>12</b>
To be productive		23.8%	5
To supplement a pension		33.3%	7
Other financial reasons		19%	4
To make a career change		28.6%	6
Other (please specify)		9.5%	2
<b>Total Respondents</b>			<b>21</b>
<b>(filtered out)</b>			<b>0</b>
<b>(skipped this question)</b>			<b>7</b>


11. What kind of competencies, skills and knowledge would you like to gain to enhance your chance of employment? (You may tick more than one answer)

		<b>Response Percent</b>	<b>Response Total</b>
Communication skills		30%	6





Numeracy skills		15%	3
<b>Computer skills</b>		<b>70%</b>	<b>14</b>
Presentation skills		30%	6
Problem solving skills		20%	4
Decision making skills		20%	4
Time management skills		25%	5
Interpersonal skills		20%	4
Leadership skills		30%	6
Other (please specify)		10%	2
<b>Total Respondents</b>			<b>20</b>
(filtered out)			0
(skipped this question)			8

12. Do you think there is a need for a service to help those over the age of 50 to find employment and enter the workforce?





	Response Percent	Response Total
<hr/>		

Yes		100%	25
No		0%	0
<b>Total Respondents</b>			<b>25</b>
(filtered out)			0
(skipped this question)			3


13. What barriers do you consider to be an issue in finding employment? (You may tick more than one answer)

		Response Percent	Response Total
<b>Age</b>		95.8%	23
Health or disability		54.2%	13
Family responsibilities		8.3%	2
No suitable employment available		37.5%	9
Lack of appropriate skills		41.7%	10
Other (please specify)		0%	0
<b>Total Respondents</b>			<b>24</b>
(filtered out)			0
(skipped this question)			4

14. What kind of pre-employment activities would help you in finding employment? (You may tick more than one answer)






		Response Percent	Response Total
<b>Work Experience</b>		70%	14
Training for Work		45%	9
Voluntary Work		50%	10
Other (please specify)		10%	2
<b>Total Respondents</b>			<b>20</b>
(filtered out)			0
(skipped this question)			8

15. Do you think advice from a person with experience in helping people to find and sustain employment (a mentor) would be useful?

		Response Percent	Response Total
<b>Yes</b>		100%	24
No		0%	0


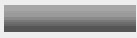





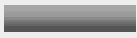
<b>Total Respondents</b>	<b>24</b>
(filtered out)	0
(skipped this question)	4

16. What type of person should a mentor be? (You may tick more than one answer)

		<b>Response Percent</b>	<b>Response Total</b>
An employer		47.8%	11
An employee		26.1%	6
A retired person		26.1%	6
<b>A careers guidance professional</b>		<b>65.2%</b>	<b>15</b>
Other (please specify)		8.7%	2
<b>Total Respondents</b>			<b>23</b>
(filtered out)			0
(skipped this question)			5



17. What kind of support would you expect from such a mentor? (You may tick more than one answer)

		<b>Response</b>	<b>Response</b>
--	--	-----------------	-----------------



		Percent	Total
<b>Practical advice, encouragement and support</b>		88%	22
Help to develop self-confidence		56%	14
Help to overcome social isolation		20%	5
Help to develop interpersonal skills		44%	11
Help to establish goals and a sense of direction		64%	16
An insight into the world of work		32%	8
An insight into career options		64%	16
Help to develop social and professional contacts		52%	13
Other (please specify)		0%	0
<b>Total Respondents</b>			<b>25</b>

(filtered out)	0
(skipped this question)	3

18. How would you expect this support to be given? (You may tick more than one answer)

		Response Percent	Response Total
<b>One to one</b>		95.8%	23
In groups		50%	12
Other (please specify)		0%	0
<b>Total Respondents</b>			<b>24</b>
(filtered out)			0
(skipped this question)			4

19. Where would you expect this support to be given? (You may tick more than one answer)

		Response Percent	Response Total
<b>In the workplace</b>		72.2%	13
In your home		27.8%	5


Via the Internet/Telephone		44.4%	8
Other (please specify)		22.2%	4
<b>Total Respondents</b>			<b>18</b>
(filtered out)			0
(skipped this question)			10

20. Do you think working with a mentor would greatly improve your chances of gaining employment?

		Response Percent	Response Total
<b>Yes</b>		68%	17
Not sure		32%	8
No		0%	0
<b>Total Respondents</b>			<b>25</b>
(filtered out)			1
(skipped this question)			2

21. Do you feel there is enough training available to you to find employment?

		Response Percent	Response Total
Yes		39.1%	9

<b>No</b>		<b>60.9%</b>	<b>14</b>
<b>Total Respondents</b>			<b>23</b>
<b>(filtered out)</b>			<b>0</b>
<b>(skipped this question)</b>			<b>5</b>

22. Is there enough assistance available to you on employment through the following agencies?

	<b>Always</b>	<b>Sometimes</b>	<b>Never</b>	<b>Response Average</b>
Careers Service	6% (1)	<b>83% (15)</b>	11% (2)	<b>2.06</b>
Job Centres	14% (3)	<b>81% (17)</b>	5% (1)	<b>1.90</b>
Training Providers	15% (3)	<b>65% (13)</b>	20% (4)	<b>2.05</b>
Web sites	18% (3)	<b>59% (10)</b>	24% (4)	<b>2.06</b>
<b>Total Respondents</b>				<b>21</b>
<b>(filtered out)</b>				<b>1</b>
<b>(skipped this question)</b>				<b>6</b>

23. Do you think that there is currently enough access to information for you on the following?

	<b>Always</b>	<b>Sometimes</b>	<b>Never</b>	<b>Response</b>
--	---------------	------------------	--------------	-----------------

				Average
Time management	16% (3)	<b>79% (15)</b>	5% (1)	<b>1.89</b>
Self-confidence	25% (5)	<b>65% (13)</b>	10% (2)	<b>1.85</b>
Educational courses	43% (9)	<b>52% (11)</b>	5% (1)	<b>1.62</b>
Vocational training	22% (4)	<b>72% (13)</b>	6% (1)	<b>1.83</b>
Study skills and support	20% (4)	<b>75% (15)</b>	5% (1)	<b>1.85</b>
<b>Total Respondents</b>				<b>21</b>
<b>(filtered out)</b>				<b>0</b>
<b>(skipped this question)</b>				<b>7</b>

24. What is your opinion on the following statements?

	Agree	Not sure	Disagree	Response Average
Not having up-to-date technical skills is a barrier to employment	<b>78% (18)</b>	9% (2)	13% (3)	<b>1.35</b>
Employers are reluctant to	<b>57% (13)</b>	30% (7)	13% (3)	<b>1.57</b>

employ you and provide training				
Poor health or the perception of possible poor health is a factor in gaining employment	<b>76% (19)</b>	16% (4)	8% (2)	<b>1.32</b>
Employers have a tendency to employ older people in jobs requiring basic or routine skills	<b>50% (12)</b>	38% (9)	12% (3)	<b>1.63</b>
Employers perceive they may have a problem managing an older workforce	<b>42% (10)</b>	33% (8)	25% (6)	<b>1.83</b>
Older	<b>35% (8)</b>	<b>35% (8)</b>	30% (7)	<b>1.96</b>

people are paid less by employers				
Employers encourage older people to take early retirement	30% (7)	<b>61% (14)</b>	9% (2)	<b>1.78</b>
<b>Total Respondents</b>				<b>25</b>
(filtered out)				2
(skipped this question)				1

25. Is there anything else you would like to comment on?

<b>Total Respondents</b>			<b>6</b>
(filtered out)			0
(skipped this question)			22