

Summary of COVID Related Publications - Issue 17, March 1st 2021

Welcome to Issue 17 of the CCP COVID publication summary. Many of the articles looked at in this issue relate to statistics published by ONS, Scottish Government, etc. In this issue there is reference to data on the Scottish Economy published by Scottish Government on 23rd February, there is also discussion around the claimant count figures published on Nomis on the same day and the most recent data from the Scottish sample of the BIC Survey released on the 19th February. Where there is data there is also analysis and comment and this can be seen in articles from Fraser of Allender, Institute of Employment Studies and the Resolution Foundation.

A couple of articles reflect on what we can see from recruitment sites whilst others look at how confident consumers are in terms of the economy in general as well as their individual position. These tend to give some positive signals that things could change for the better in the future.

The impact on young people has been something flagged up since the first data started to become available last April and its therefore interesting to consider the attainment and leaver destination study published by Scottish Government on the 23rd February. Whilst not covering the current situation, it is based on the destinations of those who left before the pandemic and doesn't really cover more than the first month, it does highlight, amongst other things the importance of FE for young people from the most deprived neighbourhoods. Expanding and supporting this sector may be one way of reducing the forecast labour market problems that are highlighted in a JRF report published on the 10th February. A prince's Trust survey published in January gives some indication of a pessimism amongst young people in terms of future employment goals.

The survey of those working in Social Care will be of interest given that whilst there are jobs available in these sectors, there doesn't appear to be the same demand from job seekers to take up these positions and this could partly be linked to some of the concerns flagged up in the survey.

Latest data on the Scottish economy, Fraser of Allender Institute, 26/2/2021

https://fraserofallander.org/latest-data-on-the-scottish-economy-update-26th-february-2021/?utm_source=Fraser+Blog+and+subs+list&utm_campaign=464687b222-Email-Blog-RSS&utm_medium=email&utm_term=0_c855ea57f7-464687b222-86525662

This article reflects on a number of indicators presented in a summary table, as well as more focused discussion on key data sets. They highlight that the latest GDP data for Scotland shows that the Scottish economy continued to contract into December with a decline of 0.3%. The Scottish economy remains 7.2% below pre-pandemic levels; this compares to 6.3% in the UK economy. They go on to say that although there is some light at the end of the tunnel, many workers are still furloughed, the number of job vacancies in Scotland is falling and there remains a great deal of uncertainty on how the labour market will hold up once the job retention scheme ends in April.

UK economy latest, ONS, 25/2/2021

https://www.ons.gov.uk/economy/economicoutputandproductivity/output/articles/ukeconomylatest/2021-01-25#binsights

This ONS paper reflects on three different statistical updates, all of which have a UK focus. In summary this update indicates;

- The proportion of businesses' workforce on furlough leave increased to 20% in early February.
- There is a large increase in the unemployment rate, while the employment rate continues to fall
- Employee growth has fallen more sharply in younger age groups.
- Productivity estimates continue to be affected by furlough.
- Redundancies have increased faster during the coronavirus pandemic than during the financial crisis of 2008 to 2009.
- Retail sales dropped in January 2021, but not as low as during the first lockdown.

Edinburgh and South East Regional Claimant Count January 2021 Update, Capital City Partnership, 25/2/2021

https://www.joinedupforjobs.org/uploads/store/mediaupload/251/file/Edinburgh%20and%20South%20East%20Scotland%20Regional%20Claimant%20Count%20January%202021.pdf

This is the most recent issue of the monthly claimant count summary for Edinburgh and the partner authorities in the City Region and it reflects data published on NOMIS on the 23rd February. In this publication we can see that the Claimant Count in Edinburgh was 17,600 in January 2021 whilst in February 2020 there were 7,105 claimants and across the City Region the claimant count increased by 96% between February 2020 and January 2021. Across the region there has been a 132% increase in people in work claiming Universal Credit and currently 39% of all Universal Credit claimants across the entire City Region area are people in work.

UK Employment Figures, January 2021: Growth in Payroll Employment Shows Firms Have Adapted to Lockdown. Kennedy, J. 23/2/2021, Indeed Hiring Lab

https://www.hiringlab.org/uk/blog/2021/02/23/uk-employment-figures-jan-2021/

Latest ONS data provides further evidence that the labour market has adapted to lockdown and the number of employees on company payrolls increased by 83,000 in January despite the strict shutdown imposed at the start of the month. Business models have adapted to a new way of working, while the furlough scheme continues to support millions of jobs that can't presently be done.

Scotland's Labour market trends: February 2021, Scottish Government, 23/2/2021 https://www.gov.scot/publications/labour-market-trends-february-2021/

The latest Labour Force Survey (LFS) estimates for October to December 2020 indicate that over the quarter, the unemployment rate decreased slightly, the employment rate decreased and economic inactivity rate increased. The LFS indicated that Scotland's unemployment rate (16+) decreased slightly over the quarter (0.1 percentage points) and increased over the year (1.0 percentage points) to 4.5 per cent. Scotland's unemployment rate was below the UK rate of 5.1 per cent.

Early estimates for January 2021 from HMRC Pay As You Earn Real Time Information indicate that there were 2.3 million payrolled employees in Scotland, a decrease of 2.8 per cent (68,000)

compared to the same month the year before. The number of payrolled employees in the UK decreased by 2.5 per cent over the same period.

The experimental Claimant Count includes Jobseeker's Allowance Claimants and those claimants of Universal Credit who were claiming principally for the reason of being unemployed. In January 2021, there were 208,800 claimants in Scotland, a decrease of 800 (0.4 per cent) over the month but an increase of 95,300 (83.9 per cent) over the year. The claimant count rate in January 2021 was 7.4 per cent, compared with 7.2 per cent for the UK as a whole.

Labour Market Statistics, February 2021, Institute of Employment Studies, 23/2/2021 https://www.employment-studies.co.uk/system/files/resources/files/IES%20briefing%20-%20Labour%20Market%20Statistics%20February%202021.pdf

Overall, the UK labour market remained weak as 2020 ended – with headline measures of employment continuing to fall and unemployment up slightly. However, the deterioration in the labour market has slowed significantly, and more timely payroll data suggests that employment may have started to grow through December and January – driven by pandemic related jobs in health, test and trace centres and online sales.

This IES report suggest that there are a number of worrying signs in today's data, with clear indications that long-term unemployment is now on the rise – up by one third for young people in the last year alone – and significant increases in the number of people in involuntary temporary and part-time work. Data on employment for specific disadvantaged groups also suggests that progress in narrowing employment gaps has stalled and in some cases may be going into reverse. Employment for young people is particularly concerning, where new PAYE data suggests that falls may have been greater and any recent recovery in employment weaker than the Labour Force Survey had suggested.

They conclude that these figures reiterate the need for measures in the March budget to boost hiring; to support those most disadvantaged in the labour market; to improve progression, security and enforcement for those in low paid work; and to deliver on a meaningful Opportunity Guarantee for young people.

Summary Statistics for Attainment and Initial Leaver Destinations, No. 3: 2021 Edition, Scottish Government, 23/2/2021

https://www.gov.scot/binaries/content/documents/govscot/publications/statistics/2021/02/summary-statistics-attainment-initial-leaver-destinations-no-3-2021-edition/documents/summary-statistics-attainment-initial-leaver-destinations-no-3-2021-edition/summary-statistics-attainment-initial-leaver-destinations-no-3-2021-edition/govscot%3Adocument/summary-statistics-attainment-initial-leaver-destinations-no-3-2021-edition.pdf?forceDownload=true

This provides a Scottish picture of school leaver destinations and attainment. It has a number of caveats, not least of which is the impact of Covid-19 but is one in an annual series that can be used to track change. Whilst the document itself doesn't look at Local Authorities individually, it does provide a link to supplementary tables where this is available. Perhaps the most interesting finding is that 37.5% of school leavers from the most deprived areas of the country move onto Further Education.

Regional Aggregation and Economic Performance: The Relative Position of Scotland, Knoche, A and McGeoche, A. Fraser of Allender Institute, 19/2/2021

https://fraserofallander.org/regional-aggregation-and-economic-performance-the-relative-position-of-scotland/?utm_source=Fraser+Blog+and+subs+list&utm_campaign=f3c8e24b8f-Email-Blog-RSS&utm_medium=email&utm_term=0_c855ea57f7-f3c8e24b8f-86525662

At first glance, Scotland has income levels close to the UK average. However, when looking at smaller regions within Scotland, income levels vary widely. This paper looks at Gross Disposable Household Income (GDHI) data, published by the Office for National Statistics (ONS). At around £20,000 GDHI per head in 2018, Scotland takes up a position in the midfield, close to the national average of £21,000.

However, at 2.2%, Scotland had the second lowest average annual growth rate in GDHI per head over the 2008 – 2018 period. Looking beyond this we can see that the poorest areas of Scotland have incomes that are much closer to North East England, one of the UK's poorest regions, than to the richest parts of Scotland, in the east coast. The analysis goes one level deeper and at this, NUTS level 3, it becomes clear that some areas of Scotland, such as Edinburgh and Aberdeen, have incomes similar to many parts of London – some Scottish areas even outperform some regions in London. On the other hand, some parts of Scotland have incomes very close to those in North East England. Glasgow, for instance, has incomes very similar to those in Darlington and Tyneside.

Uptick in consumer confidence boosted by hopes for UK economy, GFK, 19/2/2021 https://www.gfk.com/en-gb/press/Uptick-in-consumer-confidence-UK-February-2021?hsLang=en-gb

The Overall Index Score increased five points to -23 in February. Four measures increased in comparison to the January 22nd announcement and one measure was flat.

- The index measuring changes in personal finances over the last 12 months is flat at -8; this is seven points lower than February 2020.
- The forecast for personal finances over the next 12 months is up two points this month at +4; this is two points lower than February 2020.
- The measure for the general economic situation of the country during the last 12 months is up three points at -64; this is 41 points lower than in February 2020.
- Expectations for the general economic situation over the coming 12 months have jumped 14 points; this is nine points lower than February 2020.
- The Major Purchase Index has increased by five points to -19 in February; this is 25 points lower than it was in February 2020.
- The Savings Index is up by one point only to +19 in February; this is just one point lower than this time last year.

BICS weighted Scotland estimates: data to wave 23, Scottish Government. 19/2/2021 https://www.gov.scot/publications/bics-weighted-scotland-estimates-data-to-wave-23/

The eleventh publication of weighted Scotland estimates using the Office for National Statistics' (ONS') Business Impact of Coronavirus (COVID-19) Survey (BICS). Latest main findings for businesses with 10+ employees and a presence in Scotland.

- The share of businesses 'currently trading' was estimated at 80.9% in the period 25 January to 7 February 2021 the lowest rate since June 2020.
- The Accommodation & Food Services and the Arts, Entertainment & Recreation industry sectors continue to have the lowest shares of businesses 'currently trading' estimated at 32.2% and 54.8% respectively.

- The share of the workforce on furlough leave was estimated at 19.8% in the period 11 January to 7 February 2021 a slight increase on the previous period, but still considerably lower than the rate of 32.1% in June 2020 (when comparable estimates began).
- The Accommodation & Food Services and the Arts, Entertainment & Recreation industry sectors continue to have the highest shares of the workforce on furlough leave estimated at 68.6% and 62.6% respectively.
- In the period 11 January to 7 February 2021, of businesses currently trading that had exported in the last 12 months, 38% were exporting less than normal, while a further 5% had not been able to export. For importing, around a third of relevant businesses were importing less than normal, while 4% had not been able to import in the latest period.

Health and social care sector staff experience in the Covid-19 pandemic, Falconer, M., LGIU, 18/2/2021

https://lgiu.org/briefing/health-and-social-care-sector-staff-experience-in-the-covid-19-pandemic/
This briefing looks at data from the recent Everyone Matters Pulse Survey in Scotland. This survey
rates staff experience based on their responses to quantitative and qualitative questions. While the
overall outlook was generally positive, some areas received lower scores than recorded in previous
years. The most mentioned concern among respondents was around both current and future
patient/client care. Additionally, for many staff, there were concerns about future job security and
about working from home.

Long Covid in the labour market. The impact on the labour market of Covid-19 a year into the crisis, and how to secure a strong recovery, Cominetti, N., Slaughter, H., Henehan, K. and Thwaites, G., Resolution Foundation, 17/2/2021

https://www.resolutionfoundation.org/publications/long-covid-in-the-labour-market/

At 72 pages this is a weighty report and it is actually the third time they have written a report taking stock of the impact of the virus on the labour market and whilst they conclude some things are similar, in two respects they suggest there are differences.

First, the rollout of the vaccine means they can be more confident that this will be a recovery that lasts and this strengthens the case for protecting jobs and firms through to the end of the crisis. Secondly, and crucially, the crisis has been going on for much longer than anticipated at the start. While the groups affected at each stage of this crisis have been similar, the duration of the hit for many workers changes its impact.

Pushed to More Precarity: The uneven impact of lockdowns on mothers and lower income parents, Women's Budget Group, 17/2/2021

https://wbg.org.uk/analysis/pushed-to-more-precarity-the-uneven-impact-of-lockdowns-on-mothers-and-lower-income-parents/

Whilst the lockdown efforts to contain the spread of coronavirus have affected everyone's lives, the financial and economic impact of lockdowns has entrenched pre-pandemic inequalities. This WBG research presents the findings of a COVID-19 survey carried out by Survation with 1,003 parents with children aged 14 and under between 18 November – 2 December 2020 across the four nations in the UK. The results of the survey are analysed by different income levels, employment status, age, and number of children in households in order to get a better understanding of how COVID-19 has impacted people.

This survey shows that while the lives and work of everyone has been affected by COVID-19, the jobs and livelihoods of mothers, including low-income, BAME and disabled mothers, have been particularly adversely affected. For example, they found that

- Parents on lower salaries were nearly twice as likely (14%) to still be on furlough in November 2020 compared to higher income parents.
- Mothers were more likely to say that they were struggling financially (40%) compared to fathers (35%).
- Mothers on the lowest incomes (household income below £20,000) were eight times more
 at risk of losing their job due to school closures than their higher-income counterparts
 (household earnings of over £40,000).

Job Start Payment: high level statistics to 31 December 2020, Scottish Government 16/2/2021 https://www.gov.scot/publications/job-start-payment-high-level-statistics-to-31-december-2020/ Whilst this is marked as high level statistics it does provide a picture of what is happening at a LA level. From the data we can see that there have been 2,445 applications across Scotland and of these 560 were in the six LAs that make up the City Region. Job Start Payment is a new benefit introduced by Social Security Scotland to help young people in Scotland with the costs associated with the transition into employment after a period of time out of paid work. Social Security Scotland began taking applications for Job Start Payment on 17 August 2020.

New Year insights and the elephant in the room: the youth employment crisis, deregulation, and low-quality work, Orlando, C., Institute of Employment Studies, 12/2/2021

https://www.employment-studies.co.uk/news/new-year-insights-and-elephant-room-youth-employment-crisis-deregulation-and-low-quality-work

A short blog post that provides further evidence of the impact of the pandemic on young people. She reflects on work from the JRF and the Prince's Trust as well as highlighting that the current situation is simply the latest difficulty to befall the sector in the labour market within which young people are often employed. She concludes by saying that we have to be cautious when considering the argument that 'any job is better than no job', particularly when opportunities for progression are increasingly constrained. A lesson to be learned from the last recession is that short-term wins may come at the price of long-term losses with negative effects on growth and productivity, increased inwork poverty, and worsened health and life outcomes for young people in the long run.

Jobs Recovery Tracker, REC, 12/2/2021

https://www.rec.uk.com/our-view/research/recruitment-insights/jobs-recovery-tracker

This research uses job postings data, provided by Emsi, to spot signs of growth in different local areas and occupations across the UK. The latest Jobs Recovery Tracker reveals that in the first week of February 2021 there were 1.30 million active job adverts in the UK. The number of active job adverts fell significantly in late January and early February due to more job adverts expiring and being removed from job sites. However, there were 132,000 new job adverts posted in early February, significantly higher than in spring and summer 2020. Firms are much more confident about bringing in new staff than they were during the first wave of the pandemic, although there are sectors that are still struggling.

Latest data on the Scottish economy, Cooper, B., McGeogh, A. and Brocek, F. Fraser of Allender Institute, 12/2/2021

https://fraserofallander.org/latest-data-on-the-scottish-economy-update-12th-february-2021/?utm_source=rss&utm_medium=rss&utm_campaign=latest-data-on-the-scottish-economy-update-12th-february-2021&utm_source=Fraser+Blog+and+subs+list&utm_campaign=a184f0c75d-Email-Blog-RSS&utm_medium=email&utm_term=0_c855ea57f7-a184f0c75d-86525662

Whilst there is some evidence that the current lockdown has not caused a significant decline in cash reserves across Scottish sectors, retail, accommodation & food services, construction, and manufacturing have all experienced decreased turnover since December. FAI Scottish Business Monitor, confirmed that more firms are optimistic about their future volume of business and levels of employment. However, more than 1 in 10 businesses in the accommodation and food services sector reported that their survival over the next 6 months was unlikely.

Low-paid workers who lose their jobs likely to face intense competition for new roles, McDonald,R. and Wenham, A. JRF, 10/2/2021

https://www.jrf.org.uk/blog/low-paid-workers-who-lose-their-jobs-likely-face-intense-competition-new-roles

It's a major concern that workers who are either in poverty already or close to being swept into it are both disproportionately likely to become unemployed and more likely to be negatively impacted by what is happening in the labour market currently. Supporting a swift return to work will be a priority for policy in the months ahead if we are to ensure that people struggling to keep their heads above water are not left to sink.

In the report McDonald and Wenham have looked at what online job vacancies and the profile of unemployed people can tell us about competition for new jobs, especially among people in lower-paid occupations. Whilst accepting that it's not easy to dig into this because vacancy data is rarely split by occupation (the ONS is currently working to produce this data), they have analysed a dataset, provided by the Institute of Employment Studies, which assigns vacancies listed on Adzuna during summer/autumn 2020 to specific occupation groups, giving the opportunity to explore this further.

The analysis suggests that it has been harder for people losing lower-paid jobs to move back into work due to more job searchers fighting for every role. This is particularly concerning for two reasons.

- First, two of the roles that seem to be most competitive are those with high poverty rates among workers. This means that many people who have lost these jobs and are waiting to find new roles were also in a difficult financial position. Many will have had little or no savings to fall back on when they found themselves unemployed because even with the job, they were struggling to make ends meet. This means any period of unemployment will be very difficult, but the prospect of longer-term unemployment due to competition for jobs will be extremely challenging.
- Second, this is particularly worrying given that the long-term harm from time spent
 unemployed can be greater for this cohort of workers. Workers with fewer qualifications are
 not only more likely to be made unemployed during economic downturns, but they also

tend to take longer to find new employment and when they do are more likely to take a larger pay cut than more highly qualified workers.

On firm ground? The impact of Covid-19 on firms and what policy makers should do in response., Cominetti, N., Leslie, J. and Smith, J., The Resolution Foundation, 10/2/2021

https://www.resolutionfoundation.org/app/uploads/2021/02/On-firm-ground-report.pdf

Firms' hiring and investment decisions will play a key role in determining the pace and extent of the recovery and this report looks at a range of data to assess the current state of corporates. This crisis has particularly hit the service sector and the authors argue that at this critical juncture – as both the vaccine rollout provides hope for an imminent start to the recovery, while the scale of the second wave means many businesses will face restrictions for months to come – policy makers must address two key policy challenges:

- First, preventing viable businesses from failing in the coming months
- Second, ensuring that firms are in a position to facilitate a rapid recovery

The debts that divide us. Flash findings from a survey of families claiming Universal Credit, Brewer, M. and Handscomb, K., The Resolution Foundation, 7/2/2021

https://www.resolutionfoundation.org/app/uploads/2021/02/The-debts-that-divide-us.pdf

The surge in claims for Universal Credit (UC) when the pandemic first hit means that UC caseloads are now about twice as high as they were pre-pandemic, with over half of all single parents now in receipt of UC. About 60 per cent of the current caseload have newly-claimed UC during 2020, and the fraction of these adults who are in work has actually risen during 2020, now standing at around four-in-ten.

New survey evidence shows the extent to which UC claimants are experiencing financial difficulties.

 A third of new UC claimants report their family income (including UC) to be at least 40 per cent lower in January 2021 than its pre-pandemic level, one-in-five are behind on essential bills, and three-in-ten families that started claiming UC during this crisis are more in debt than they were in February 2020.

Looking ahead to the next three months, a period in which UC is set to be cut by £20 a week (from 5 April 2021), 61 per cent of families on UC say they will struggle to keep up or will fall behind on bills, around twice the proportion of families across the economy as a whole (31 per cent). Removing the £20 a week boost to UC at the end of March will only compound the financial strain these families face.

An unequal experience: the impact of Covid-19 on ethnic minority people, Sillett, J, LGIU, 4/2/2020 https://lgiu.org/briefing/an-unequal-experience-the-impact-of-covid-19-on-ethnic-minority-people/
The LGIU published a briefing on BAME communities and Covid-19 in June 2020. It was clear early on in the pandemic, that different Black, Asian and Minority Ethnic groups were being hit very hard by Covid-19. This is an update on that briefing. Occupation is one factor. People of BAME backgrounds are more likely to be engaged in jobs such as public transport driving, cleaning, caring and these jobs cannot be done from home. A recent PHE report also showed a higher death rate from Covid-19

among social care workers, nursing auxiliaries, taxi drivers, chauffeurs and security guards. They report that in London, BAME people make up 67 per cent of the adult social care workforce.

The Impact of Coronavirus on UK Job Postings Through January 29: Data from Indeed, Indeed Hiring Lab ,3/2/2021

https://www.hiringlab.org/uk/blog/2021/02/03/uk-job-postings-through-jan-29/

This paper finds that job postings, were 39.1% below the February 1, 2020, pre-pandemic baseline, seasonally adjusted, as of January 29, 2021. That was a slight gain from a week earlier, when postings were 40.5% below the baseline. Though improvements have been seen for three successive weeks, the position remains weaker than at the start of 2021, when postings were 36.3% below the baseline. Labour market conditions remain challenging amid the third national lockdown, though the impact on job postings has been far smaller than in the first national lockdown in spring 2020. Sectoral impacts remain uneven. The only category where job postings are above their prepandemic baseline is medical technicians (up 5%). Personal care & home health is the next most resilient category (with postings down 6%), followed by nursing, manufacturing and community & social service.

The weakest performers are sectors heavily impacted by social distancing like food preparation & service (down 83%), beauty & wellness (down 82%) and hospitality & tourism (down 77%). The sports category, which includes coaches, fitness instructors and golf professionals, is down 61%, having seen a particularly sharp deterioration since the start of January.

An Unequal Crisis: The impact of the pandemic on the youth labour market, Wilson T, Papoutsaki D. IES/Youth Futures Foundation, Feb 2021

https://www.employment-

studies.co.uk/system/files/resources/files/An%20Unequal%20Crisis_The%20impact%20of%20the%20pandemic%20on%20the%20youth%20labour%20market.pdf

This report sets out analysis of trends in youth participation in education and employment during the Covid-19 pandemic. It is the first report in a wider project funded by the Blagrave Trust and Youth Futures Foundation, working with the Institute for Public Policy Research to exploring the impacts of the pandemic on the youth labour market and how we can best increase youth participation and minimise social exclusion in the recovery.

The report finds that young people have lost out in particular due to the specific sectoral and occupational effects of this crisis – and in particular impacts in hospitality, care services, leisure and construction. These employment changes have also translated into significantly different impacts for different groups of young people, with young men, Black and Asian people, and those living in southern England, Scotland and Wales appearing to have so far fared worst in this crisis.

To a large extent, the large falls in employment have been offset by rising participation in education. However, the analysis in this report shows that this too masks significant differences for different groups – with in particular the number of men not in education or employment rising while it is falling for women; and Black and Asian people also seeing falls in overall participation that are greater than those of white people.

Finally, their analysis also finds that young people have been particularly hit by the general slowdown in hiring since last year — with employment falling most for young people at 'transition' points in their late teens and early twenties, while remaining broadly stable for those closer to their mid-twenties.

Youth Index 2021, The Prince's Trust and Tesco, 19/1/2021

https://www.princes-trust.org.uk/about-the-trust/research-policies-reports/youth-index-2021

This year's Youth Index, which surveyed 2,180 16-25 year olds from across the UK, reveals:

- 60% of young people say that getting a new job feels "impossible now" because there is so much competition
- a quarter (24%) of young people claim that the pandemic has "destroyed" their career aspirations
- Young people state that they are more likely to feel anxious now than at any other time since the Youth Index was first launched over a decade ago.

The report goes onto reveals that almost a quarter of young people (23 per cent) do not feel confident about their future work. More than half (54 per cent) say it is harder to ask for employment help as "everyone needs it at the moment". For NEET young people, almost half (48 per cent) say they "can't see an end" to their unemployment and 65 per cent agree that the longer they are jobless, the worse they feel about themselves.

Chris Nicol Business Intelligence Capital City Partnership 1st March 2021