Work Programme was launched throughout Great Britain in June 2011. It is part of a number of welfare to work reforms\(^1\) aimed at getting unemployed people into lasting work. Claimants are transferred to private and public companies, called providers from Jobcentre Plus at specified points in their claim\(^2\). Providers are paid when an individual reaches six months in work, or three months for those expected to require more assistance. Providers are also paid for further work beyond this, usually up to a maximum of an additional one year or a little over a year and a half for the harder to help groups. An overview of the official statistics and key measures is on page 3. An overview of programme itself is on page 9.

**Summary**

Results against the Department’s measures have generally improved since the start of the scheme. Outcomes for those joining the Programme more recently are now above minimum expected levels.

Over 1.6 million people have joined Work Programme. Whilst the numbers joining each month usually decrease, the proportion expected to require more assistance has been around 3 times higher in those joining in the second 18 months of the scheme, compared to the first.

Jobseekers Allowance (JSA) claimants joining the scheme have shown increasing results over time, with levels around twice as high as those for Employment and Support Allowance (ESA) new claimants.

Nearly 850 thousand individuals have completed their allotted time on the scheme.

**Key findings**

- Overall, more than 1 in 5 of those with sufficient time on the programme to do so spent at least six months in work (or three for the harder to help). Over 330 thousand individuals in total.

- More than 1 in 8 of the most recent participants to complete a year on the scheme had at least six months in work (or three if they are expected to need more help). This is over one and a half times the levels of the Work Programme earliest joiners. The minimum expected level is a little over 1 in 9.

  - For JSA claimants levels are now around twice as high as for earliest joiners. 1 in 5 of the most recent 18 to 24 year old JSA participants to complete a year had at least six months in work, 1 in 6 for those aged 25 and over and other JSA groups. Minimum expected levels are around 1 in 7 and 1 in 9 respectively.

  - A little less than 1 in 10 of the most recent ESA new claimants (excluding 12 month prognosis claimants) to complete a year on the scheme had at least 3 months in work. Minimum expected levels are around 1 in 14. For those in the other ESA group, outcomes are well below minimum expected levels.

- Those with at least six (or three) months in work after a year have on average a further eleven months in work at the two years point.

- Of those completing the programme, approaching a quarter were still in work at the two year point (or providers had received the maximum payments). Around 7 in 10 returned to Jobcentre plus.

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\(^1\) For more information on the full range of schemes see https://www.gov.uk/government/publications/employment-programme-official-statistics

Introduction

This release contains the latest Work Programme Official Statistics on people joining and those gaining sustained employment up to 30 June 2014. This statistics have been developed in accordance with the Code of Practice and supporting Principles.

In this document

We have simplified this summary based on your feedback. All tables previously contained within the summary are available via accompanying excel tables. Following our public consultation, a measure relating to those staying in work beyond three/six months is included on page 6 of this summary. The measure tracks those who had at least three/six months in work after a year on the scheme and compares the average further weeks in work by the end of their second year.

This release contains minimum expected levels of people achieving 3/6 months in employment at various points in the scheme against key measures. This is in response to recommendations from an independent review. For more details see the overview on page 3.

Claimants are assigned to one of nine Payment Groups and randomly allocated to a provider in their area. To reflect your needs and DWP contracts with providers, throughout this summary document JSA Claimants aged 18 to 24 (Payment Group 1), JSA Claimants aged 25 and over (Payment Group 2) and ESA new customers (Payment Group 6) are presented individually. Payment Group 6 is presented excluding 12 month prognosis claimants. These have been grouped with Payment Groups 5, 7, and 8 and presented together as “Other ESA/IB”. Payment Groups 3, 4 and 9 are presented together as “other JSA”. Providers are paid when an individual reaches six months in work for JSA ages 18-24 and JSA aged 25 plus (and most of the JSA other groups) or three months for the ESA groups (and some limited other JSA groups).

The statistics are released quarterly in September, December, March and June and are primarily sourced from data originally collected via administrative systems. To reflect any updates, the full historical statistical series is refreshed with each release and so previous figures may be updated based on new data. Each scheduled release of Work Programme Official Statistics is subject to a complete historical revision to previous figures as well as entirely new records relating to the latest time period i.e. they are fully retrospective. The Department’s policy statement describes more generally how DWP will handle revisions.

For more details see our background information note.

Future Releases

The next release will be on 18th Dec 2014 and contain data to 30th September 2014. We have now published our response to the Work Programme Official Statistics consultation which outlines out future plans.

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Work Programme Official Statistics: overview and measures

Statistical products

The statistical summary gives an overview. We present key points and trends using charts and commentary. We make the information underlying the charts available as excel tables. Alongside this we publish a large number of tables and animated charts which enable you to get much more detail by provider, contract, personal characteristics and geography. These are provided via the DWP Tabulation Tool and data visualisation tools. Underlying data is also available.

A background information note provides you with supplementary information on the processes involved in developing and releasing the official statistics including information on the quality, revisions and known issues. The Work Programme statistics page provides links to these and other related statistics and research.

The release enables you to examine information on the Work Programme in two main ways

Compare monthly intakes over time

Those joining the Work Programme in a particular month compared by total, by group and tracked over the same duration of support.

Since providers are paid when individuals reach three or six months in work, this approach avoids comparisons which would include those who have not had long enough to achieve this.

Key Measure (transparency)

The Department publishes a range of measures to support transparency of public information.

For the Work Programme the transparency indicator is the proportion of individuals in each monthly intake to reach three/six months in work in their first year on the scheme.

For example, for those joining to the Work Programme in June 2011 this is the proportion with at least three/six months in work by the end of June 2012. A two year equivalent is also published.

Minimum expected levels are calculated for the actual number and makeup of those joining based on expected movement into work in the absence of the Work Programme. This is in response to an independent review of Work Programme measures. For further information see our background information note.

Examine all those joining to date

All of those to have joined the Work Programme up to the reference date of the publication.

Includes totals joining the programme; totals reaching three/six months in work and those staying in work longer. Also includes time series of payments to providers by month of payment and information regarding the current status of individuals (linked to the Work Programme overview on page 10).

Key Measure (contracts)

The Department uses measures when working with providers based on the number of individuals reaching to reach three/six months work in a financial year in relation to the number joining the scheme. This measure is only updated at the end of each financial year.

Contractual minimum performance levels (MPLs) are set out that providers are required to deliver. These are based on the ratio of those reaching three/six months work in a financial year to the expected number joining in that year. They are calculated based on expected movement into work in the absence of the Work Programme.

The contractual MPLs have limitations; notably that some of those joining would not have had long enough to reach three/six months in work and also the impact of changes between expected and actual intake patterns. Figures on contractual MPLs can be found on page 88 and table 1.9.
Joining the Work Programme

The Work programme uses private and public companies, called providers to find work for claimants transferred from Jobcentre Plus at specific points in their claim.

Monthly intakes are decreasing
Intake in thousands in each month from June 2011 - June 2014

Key messages

The number of individuals joining each month has been decreasing. However since individuals generally remain on the Work Programme for 2 years, until late May 2013, the overall number being supported increased month on month. At which point the first intake began to complete the Programme.

See Table 1.1 for full data.

The makeup of monthly intakes has been changing
percentage of each monthly intake made up by each customer group

More recent intakes contain a higher proportion of individuals expected to require more support and assistance. A quarter of the June 2014 intake is from ESA groups compared to less than 3% in the first intakes to the scheme.

Differences since September 2012 reflect changes in access to the Programme, especially for ESA claimants including the introduction of information sessions for potential ESA volunteers, a Jobcentre Plus exercise to identify eligible ESA Claimants who had not been referred to the Programme.

See Table 1.2 for full data.
Three or six months in work

Providers are paid when an individual reaches six months in work, or three months for those expected to require more assistance. DWP have minimum expected levels.

Levels for those at the 12 month point are now above the minimum expected percentage of each monthly intake with at least three/six months in work after a year

We track each monthly intake for a year. This gives enough time to compare fairly.

Minimum expected level is based on expected movement into work without the scheme

Overall volumes were reaching a peak during the first six months that the December 2012 intake spent on the scheme, ahead of the first completers in late May 2013.

Results vary by group with JSA doing better than ESA percentage of each intake with at least 3 (ESA groups) or 6 (most JSA groups) months in work after a year

Key messages

The proportion of the most recent participants to complete a year on the scheme with at least six months in work (or three if they are expected to need more help) are above minimum expected levels. They are also over one and a half times the levels of the earliest intakes. In general all groups of claimants have seen an increase to above minimum expected levels since the start of the scheme with the exception of the Other ESA/IB group.

The initial higher level for the Other ESA/IB group is likely a result of the comparatively smaller early intake. The size of this group has increased considerably since the start of the scheme coinciding with the changes in access to the Programme with more harder to help claimants joining; as a result of this, the minimum expected performance level has reduced.

Volumes being supported on the scheme increased until late May 2013 when the first intake began to complete. Each intake leading up to the December 2012 intake has at least six months on the scheme with these increasing volumes. This coincides with a decline in the proportion of those with at least three/six months in work after a year. The April 2012 intake was the first to complete before the peak volumes.

See Table 1.3 for full data

In total 331 thousand individuals have at least 3 or 6 months in work whilst on the scheme. This represents 22% of all claimants who have had enough time to achieve it regardless of if they have spent a year on the scheme or if the time in work was completed after the first year.

See Table 1.4 for full data.
Staying in work longer than three/six months

Providers are paid more for further employment, usually up to a maximum of an additional one year or a little over a year and a half for the harder to help groups. If individuals remain in work, providers can receive payments after the two year completion point. Payments end following a break in employment after the two year point.

Key messages

On average those with three/six months in work within a year have a further eleven months in work by the two year point.

We use data on payments to track further work. Providers are paid for further work after the six (or three) month point up to a maximum of a year (a little over a year and a half for the harder to help groups). Therefore the ESA groups and the Other JSA group have a higher average further time in work although JSA aged 18-24 and 25 plus groups have an average closer to the maximum.

We track those who had three/six months in work after a year and compare at the two year point. This gives enough time to assess fairly. We use data on payments to providers to track further work. Whilst employment may continue beyond the maximum, we can not track this.

Results vary by group with JSA closer to the maximum measurable time in work

Average further weeks in work at the two year point, by intake

<table>
<thead>
<tr>
<th>Group</th>
<th>Jun-11</th>
<th>Dec-11</th>
<th>Jun-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>JSA aged 18-24</td>
<td>44</td>
<td>47</td>
<td>49</td>
</tr>
<tr>
<td>JSA aged 25+</td>
<td>44</td>
<td>47</td>
<td>53</td>
</tr>
<tr>
<td>Other JSA</td>
<td>52</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>New ESA</td>
<td>52</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other ESA/IB</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Each dashed line indicates the maximum measurable time in work. Where we have summarised groups no line is presented since the maximum number of payments varies by group.

103 thousand people so far have generated the maximum payments possible.
Completing the Work Programme

Once referred, individuals generally remain on the scheme for two years. Those out of work at this point return to Jobcentre Plus. Providers can continue to receive payments after this, up to the maximum allowable, if individuals remain in work. Payments end following a break in employment after the two year point.

After two years.

**Around a quarter have at least three/six months in work**

Percentage of each monthly intake with at least three/six months in work after two years.

Key messages

29% of the most recent participants to complete two years on the scheme had a minimum of six months in work (three for the harder to help). This is higher than the level of the earliest intakes which was around 22%.

See Table 1.6 for full data.

847 thousand individuals have now completed the scheme. Around 70% (568 thousand people) returned to Jobcentre Plus at the end of their two years on the programme.

1.5% of completers (around 16 thousand individuals) did not attach to the programme or completed early. The remainder were in employment at the end of their 2 years.

See Table 1.7 for full data.

The most recent participants to complete two years on the scheme spent on average a third of their time on the Work Programme off benefit. This is higher than the level of the earliest intakes where the figure was around a quarter.

See Table 1.8 for full data.

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The most recent participants to complete two years on the scheme spent on average a third of their time on the Work Programme off benefit. This is higher than the level of the earliest intakes where the figure was around a quarter.

See Table 1.8 for full data.
Contracts and Providers

There are 18 private and public companies called providers holding 40 contracts which are assessed in financial years against Minimum Performance Levels.

Key messages

All contracts achieved minimum performance levels for each group in the last full financial year (April 2013 to March 2014). Contracts are assessed against JSA aged 18-24, JSA aged 25 plus and New ESA claimant groups. See Table 1.9 for full data.

Over 1 in 9 of those with a year on the scheme had at least three/six months in work at that point.

There is a distinct variation across contracts ranging from 8.4% to 14.4% across providers. For all those to have completed a year on the scheme 11.1% have at least three/six month in work by that point. See Table 1.10 for full data.

Legend

1: East of England: Ingeus UK LTD
2: East of England: Seetec
3: East Midlands: A4e Ltd
4: East Midlands: Ingeus UK Ltd
5: West London: Ingeus UK Ltd
6: West London: Maximus Emp UK Ltd
7: West London: Reed in Partnership Ltd
8: East London: A4e Ltd
9: East London: Careers Development Group Ltd
10: East London: Seetec
11: North East: Avanta Enterprise Ltd
12: North East: Ingeus UK Ltd
13: Merseyside, Halton, Cumbria, Lancs: A4e Ltd
14: Merseyside, Halton, Cumbria, Lancs: Ingeus UK LTD
15: Manchester, Cheshire, Warrington: Avanta Enterprise Ltd
16: Manchester, Cheshire, Warrington: G4S
17: Manchester, Cheshire, Warrington: Seetec
18: Scotland: Ingeus UK LTD
19: Scotland: Working Links (Emp) Ltd
20: Thames Valley, Hamps, Isle of Wight: A4e Ltd
21: Thames Valley, Hamps, Isle of Wight: Maximus Emp UK Ltd
22: Surrey, Sussex, Kent: Avanta Enterprise Ltd
23: Surrey, Sussex, Kent: G4S
24: Devon, Cornwall, Dorset, Somerset: Prospects Serv Ltd
25: Devon, Cornwall, Dorset, Somerset: Working Links (Emp) Ltd
26: Glouc, Wilts, Swindon, West of England: JHP Group Ltd
27: Glouc, Wilts, Swindon, West of England: Rehab jobfit LLP
28: Wales: Rehab jobfit LLP
29: Wales: Working Links (Emp) Ltd
30: Birmingham, Solihull, Black Country: EOS-Works Ltd
31: Birmingham, Solihull, Black Country: NCG
32: Birmingham, Solihull, Black Country: Pertemps
33: Coventry, Warwicks, Staffs, the Marches: esg. Holdings Ltd
34: Coventry, Warwicks, Staffs, the Marches: Serco Ltd
35: West Yorkshire: Interserve Working Futures
36: West Yorkshire: Ingeus UK LTD
37: South Yorkshire: A4e Ltd
38: South Yorkshire: Serco Ltd
39: NE Yorks, The Humber: NCG
40: NE Yorks, The Humber: NCG
Characteristic information and supplementary tables

We make information underlying the charts within this summary available as excel tables. Further information is also available in these tables such as characteristic breakdowns.

### Characteristic summary

The gender, age, ethnicity and regional split of claimants joining the Work Programme are broadly in line with those for the benefits claimed by those joining.

Just under two thirds of people joining the Work Programme are male. This is a similar proportion to those claiming JSA (which is the main qualifying benefit of the Work Programme). A little over half of ESA claimants are male.

Around half of all people who join the Work Programme are under the age of 34 which is consistent with the proportion of JSA claimants as a whole. A little over a quarter of ESA claimants are under 34.

Almost 8 in 10 of individuals joining the programme view their ethnicity as “white”; roughly 1 in 15 as “Black/Black British” and just over 1 in 20 as “Asian/Asian British”. These proportions are consistent with the proportion of JSA claimants as a whole.

The proportion with at least three/six months in work split by gender, ethnicity and region are broadly in line with those joining the scheme. However a higher proportion of younger claimants go on to achieve three/six months in employment compared to those that join.

Comparatively more young people have had three/six months in work than those that joined the scheme. For example 27% of all joiners to the scheme are aged 18-24 but the same age range is responsible for 36% of all those achieving three/six months in work.

See Table 2.10 and Table 2.11 for full data.

### Summary of excel tables

All the information underlying the charts and figures featured in this summary are included in accompanying excel tables.

This includes tables on those joining the Work Programme, those that achieve three/six months in employment those that stay in employment longer, the benefit status of participants and the current status of all participants.

The other statistical products we release include further breakdowns by age, gender, disability indicator, ethnicity, primary health condition (for IB and ESA Claimants) and lone parent status (for JSA and IS Claimants).

Lower level geography information is available by local authority, parliamentary constituency and Jobcentre Plus district. Information is also broken down by contract, contract package area and Payment Group.

This summary provides an overview. The presentation in the other statistical products are more detailed and reflect the terminology used in the Work Programme process. The following page provides an overview of the Work Programme and key terminology.
Work Programme: overview and terminology

The statistical summary presents an overview. The other statistical products contain terminology which reflects the Work Programme processes. These are explained here.

### Intakes

<table>
<thead>
<tr>
<th>Referral</th>
<th>Attachment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobcentre Plus refer Claimants to the Work Programme.</td>
<td></td>
</tr>
<tr>
<td>Claimants’ circumstances dictate the entry point and the nature of participation.</td>
<td></td>
</tr>
</tbody>
</table>

- Providers contact the claimant and register an attachment to the Work Programme.
- There are 18 Providers (private, public and voluntary and community sector organisations) holding 40 contracts.
- Contracts are assessed in financial years against Minimum Performance Levels for three Payment Groups.
- The average time for a referral to attach is currently 17 days. Approximately 2% never attach.
- An Attachment Fee is paid to the Provider at the point of engagement with different rates defined by the Payment group. Providers supply services aimed to help individuals find and stay in sustainable work.

### Outcome Payments

Outcome Payments are subject to validation procedures to ensure Providers are only paid for valid outcomes.

- **Job Outcome Payment**
  - Following a defined period of continuous or cumulative spells in employment, the Provider will receive a Job Outcome Payment.
  - The time it takes to achieve a Job Outcome Payment is defined by the Payment Group.
  - Only one Job Outcome payment can be claimed per referral. There are no payments for job entry.

- **Sustainment Payments**
  - Following a job outcome payment and after a further four continuous weeks in employment the provider will receive a Sustainment payment.
  - Subsequent sustainment outcomes can be claimed following further periods of four weeks continuous employment. The maximum number of Sustainment payments is defined by Payment Group.
  - Breaks in employment of up to two calendar days will be accepted as long as the individual does not return to benefit. Gaps of any length are permitted between four week spells of employment.

### Completion

Once referred, individuals remain on the Work Programme for an allotted time of 104 weeks, unless they complete early.

- During this time participants may leave or change benefits or move into employment. Jobcentre Plus will continue to see them to check that they are meeting their conditions for claiming benefits (if applicable).
- Participants cannot be re-referred to the Work Programme within their 104 week support period.

- Early completion can occur, where the participant becomes deceased or where they are referred to another employment provision by Jobcentre Plus.
- Completion can occur when the Provider has claimed the final eligible outcome payment (this may occur before or after 104 weeks)
- Once individuals complete 104 weeks:
  - If they are not in employment then they go back to JCP
  - Outcome payments continue to be paid beyond 104 weeks if individuals remain in employment. However, eligibility ceases following a break in employment of two calendar days or more even if individuals remain off benefit.

For further information see Background Information note via this link: [https://www.gov.uk/government/publications/work-programme-official-statistics-background-information-note](https://www.gov.uk/government/publications/work-programme-official-statistics-background-information-note)
Notes

Work Programme Statistics

Our background information note provides further information on the Work Programme and Work Programme official statistics. A technical annex in this note provides information on some of the processes involved in developing and releasing official statistics on the Work Programme.

Employment Programme Statistics


Other National and Official Statistics

Details of other National and Official Statistics produced by the Department for Work and Pensions can be found on the DWP website at the following links:
- A list of Tabulation Tools: https://www.gov.uk/government/organisations/department-for-work-pensions/series/dwp-statistics-tabulation-tool;
- A schedule of statistical releases over the next 12 months and a list of the most recent releases: https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics;

In addition, users can find links to DWP additional statistical analyses that have not been included in our standard publications at https://www.gov.uk/government/organisations/department-for-work-pensions/series/ad-hoc-statistical-publications-list

If you would like to receive occasional e-mails from DWP to directly inform you of documents seeking the views of users, please email general.statistics@dwp.gsi.gov.uk giving details of the DWP publications you use.

Profiles

The Office of Budget Responsibility produces an independent aggregate Claimant count projection that is the basis of the Department's forecasting of Jobseeker's Allowance. The Department produces inflow and off-flow projections consistent with this overall projection, including splits into over and under 25 age groups, using assumptions based on trends in historical data.

Indicative Claimant volumes attaching to the Work Programme from the jobseeker’s allowance (JSA) 18-24 group are profiled by applying an assumption about the rate of attachment of eligible Claimants to the Department’s forecast volumes of JSA 18-24 year olds that reach the 9 month threshold stage of their claims.