

The Work and Health Programme was launched in England and Wales between November 2017 and April 2018. It predominantly helps disabled people, as well as the Long-term Unemployed, and certain priority groups (known as Early Access group) to enter into and stay in work. People are referred by Jobcentres to work with organisations known as providers, from the public, private and voluntary sectors. The providers are paid a service delivery fee as well as outcome-related payments when a person reaches a specified level of earnings once in employment, or reaches six months of being in self-employment

## Main stories

- By May 2019, cumulatively **76%** of all individuals referred have started on the Work and Health Programme.
- **75%** of all people starting the Work and Health Programme are from the Disability group. **9%** are from the Early Access group and **16%** are from the Long-term Unemployed group.
- **63%** of all people starting the Work and Health Programme are male.

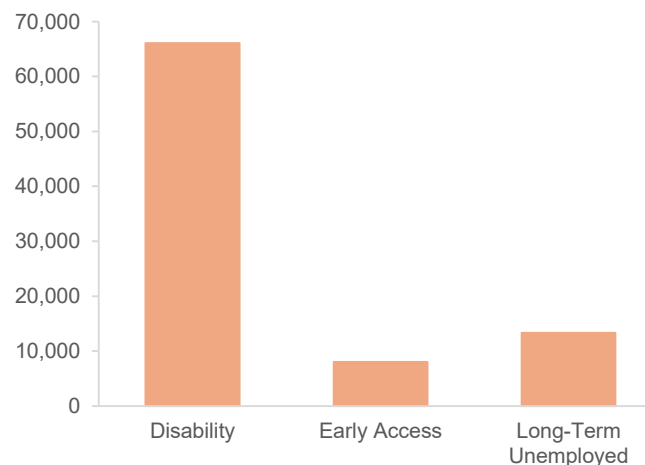
### Referrals, starts and job outcomes to the programme

Since the Work and Health Programme began there have been:

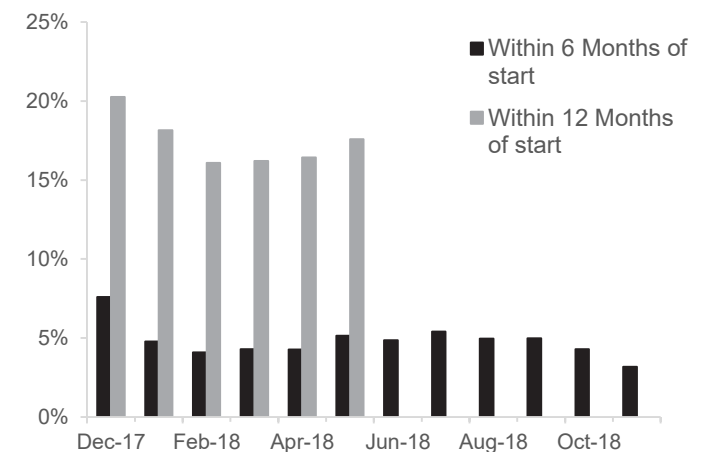
**103,420 referrals** for  
**87,400 individuals** and  
**66,100 starts** and  
**4,920 job outcomes**

Those starting more recently have had a shorter time to achieve a job outcome, therefore it is not meaningful to divide the number of job outcomes by the number of starts or referrals.

### The majority of individuals referred are from the Disability group



### Percentage of programme starts achieving a job outcome



## At a glance

Page

4,450 people started WHP in the latest month	3
87,400 individuals referred to WHP	4
4,920 participants have achieved a job outcome	5
63 percent of WHP participants are male	6
About these statistics	7

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Comments? Feedback is welcome

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## What you need to know

### Groups on the Work and Health Programme

The Work and Health Programme (WHP) aims to provide support to help people find and keep a job. It is available to the following groups:

Disability group

Early Access group

Long-term  
Unemployed group

The **Disability group** is voluntary for disabled people as defined in the Equality Act 2010. This is the main group that the WHP is aimed at.

The **Early Access group** is voluntary and aimed at people who may need support to move into employment and are in one of a number of priority groups (e.g. homeless, ex-armed forces, care leavers, refugees).

The **Long-term Unemployed group** is mandatory and is for Jobseeker's Allowance or Universal Credit claimants who have reached 24 months of unemployment.

WHP participants may be in receipt of Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), Income Support (IS) or Universal Credit (UC), but additionally it is possible to join WHP even if not receiving benefits, as people can be signposted to WHP by approved organisations.

WHP is delivered across England and Wales by five providers across six areas (known as Contract Package Areas (CPA)). In London and Greater Manchester, where devolution deals are in place, the WHP is commissioned and contract managed by the Local Authorities, known as Local Government Partners (LGP) who are match-funded by the European Social Fund (ESF).

In some areas, the Government is designing WHP with the help of Local Enterprise Partnerships and City regions. These are known as Devolution Deal Areas (DDA). ([See Table 2.2](#))

### Definitions

**Referrals** – Work Coaches in Jobcentre Plus offices will send details of a person wanting to join WHP to a provider. When a provider acknowledges the referral and contact has been established with the participant, this is called a referral. WHP participants can be referred more than once. Figures presented in this publication do not include cancelled or rejected referrals.

**Individuals referred** – As referrals can include multiple referrals for one individual, individuals referred is the number of individual people referred i.e. only counts the first referral per person.

**Starts** – A start on the programme is recorded when a WHP participant attends the initial face-to-face meeting with the provider. The vast majority of starts should take place within 15 working days, although starts outside of the 15 days may occur if the customer does not attend the initial meeting within this timeframe.

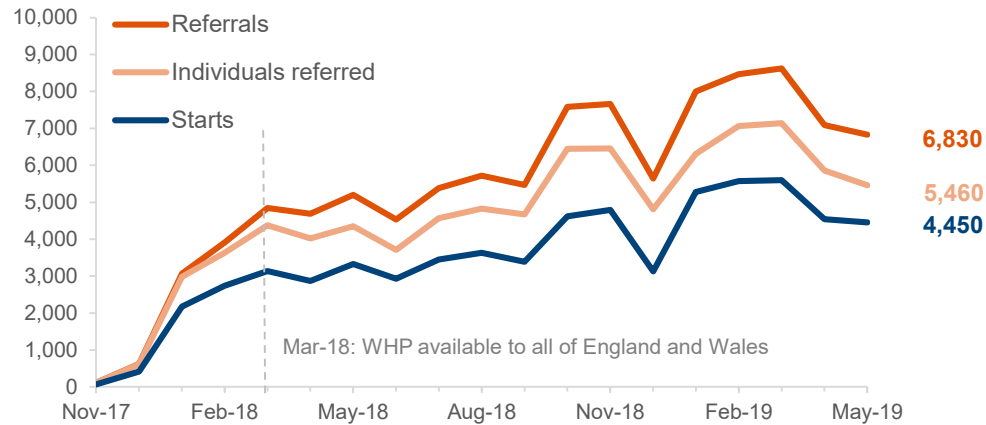
**Job outcomes** – A provider is classed as achieving a job outcome when a participant reaches a specified level of earnings once in employment (which varies across the different areas – see [Background Information note](#) for details), or reach six months of being in self-employment

Further information on WHP policy and definitions can be found in the Background Information note [here](#)

# Joining the Work and Health Programme

## The number of monthly starts to WHP is stabilising

Monthly number of referrals and starts from November 2017 to May 2019



During the first few months of WHP, monthly referrals and starts built up as WHP rolled out across all areas of England and Wales.

From April 2018 (when the programme was available to all areas of the country and all groups of participants), the total number of monthly starts has been on an upward trend.

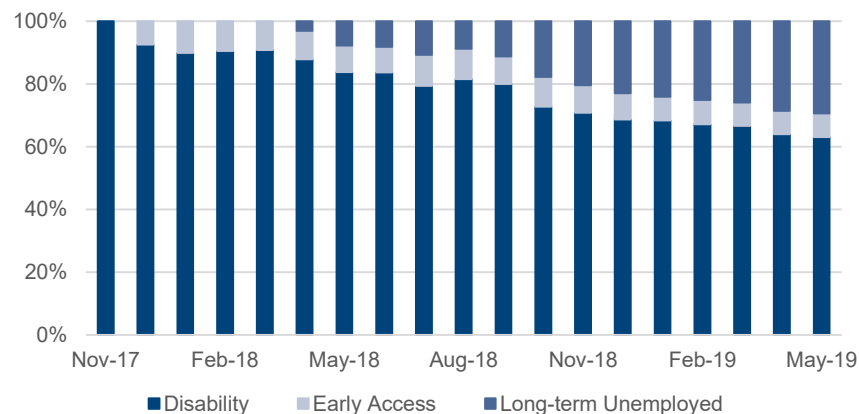
Since the start of the programme, there have been a total of 103,420 referrals, 87,400 individuals referred and 66,100 starts nationally. Overall, the proportion of individuals referred that have started is 76%.

See [Table 1.1](#) for full data.

For definitions of referrals, individuals referred, and starts, see [page 2](#).

## The majority of starts are made by people in the Disability group

Starts by eligibility group from November 2017 to May 2019



Mar-18: WHP available to all areas of the country  
 Apr-18: Long-term Unemployed referrals began  
 Oct-18: More Long-term Unemployed and Disability referrals accepted.

In line with the nature of the programme, large numbers of people with disabilities or health conditions (the Disability group) are joining WHP.

People are also eligible for WHP if they are long-term unemployed, or belong to certain priority groups (known as the Early Access group).

Since the start of the programme, the majority of individuals referred (76%) and starts (75%) come from the Disability group, the proportions are comparable across all stages (referrals, individuals referred and starts). The first referrals from the Long-term Unemployed group were made in April 2018. The Long-term Unemployed group accounts for 15% of individuals referred and 16% of starts. The Early Access group accounts for 9% of individuals referred and 9% of starts.

In the latest month (May 2019), 63% of starts were from the Disability group, 8% from the Early Access group, and 29% from the Long-term Unemployed group.

See [Table 1.1](#) for full data.

# Work and Health Programme referrals and starts by Area

Since March 2018, all areas are contributing to WHP, delivering referrals and starts

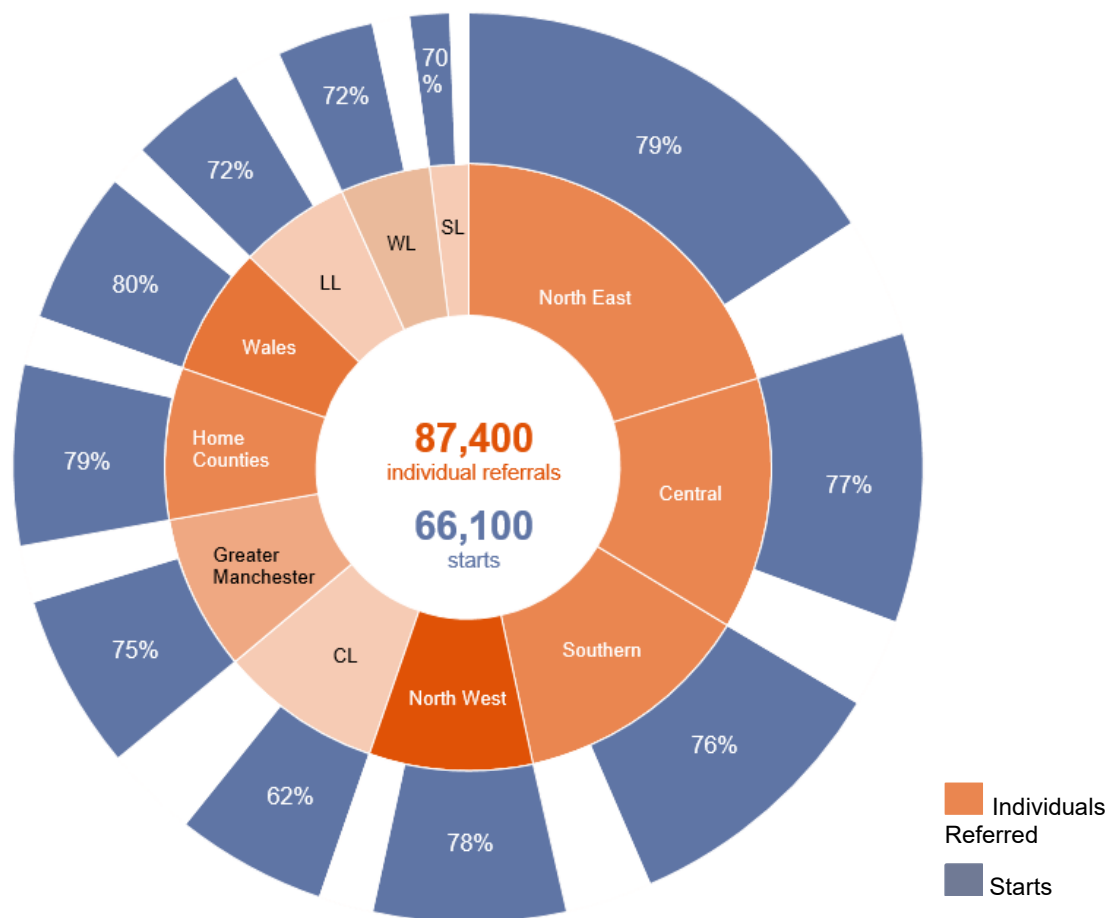
Distribution of all WHP individuals referred and starts across areas from November 2017 to May 2019

The darker the shading, the earlier WHP provision was introduced. [Programme areas differ in size.](#)

## Numbers of referrals and starts by Area:

November 2017 to May 2019 by order of rollout (earliest listed first)

See [Methodology](#) document for maps of Greater Manchester and London LGP areas



Area	Date of rollout	Referrals	Individuals referred	Starts	% of individuals who start
North West	27/11/17	9,280	7,650	5,980	78%
Wales	01/12/17	6,770	6,030	4,820	80%
Central	15/01/18	14,440	11,740	8,980	77%
North East	15/01/18	19,750	17,690	13,990	79%
Southern	15/01/18	13,230	11,240	8,550	76%
Home Counties	15/01/18	8,380	7,090	5,620	79%
Greater Manchester Combined Authority	29/01/18	8,950	7,240	5,470	75%
West London Alliance (WL)	26/02/18	4,910	4,150	3,000	72%
Central London Forward (CL)	01/03/18	9,460	7,580	4,700	62%
South London Partnership (SL)	01/03/18	2,140	1,810	1,270	70%
Local London (LL)	01/03/18	6,110	5,190	3,720	72%

Each section within the inner ring shows how the total number of individuals referred (87,400) is distributed across each area. The outer ring shows the percentage of starts there have been for the individuals referred in each area (66,100 in total).

The darker the inner segment, the earlier the area rolled out the Programme. The table shows the areas in order of date rollout from top to bottom.

Clearly there have been proportionally more referrals and starts in the North East as this is the largest area. By the same token, the smaller proportions of referrals and starts are seen in London areas, and these were also some of the final areas to roll out the Programme, as well as being some of the smallest areas.

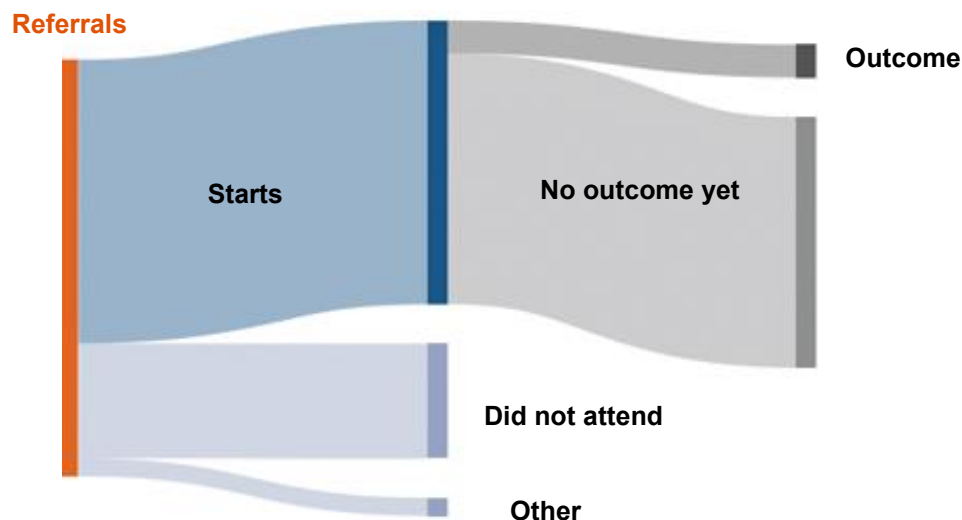
Overall, up until May 2019, the National proportion of starts to individuals referred is around 76%. Due to differences when each area began offering services and respective sizes, these figures vary across area. However cumulatively, Wales have the highest rate of individuals referred to starts (80%), and the lowest in Central London (62%).

See [Table 2.1](#) for full data

# Job outcomes from the Work and Health Programme

## Participants are moving through the process in all areas of England and Wales

The flow of participants for referrals to November 2018, for those who could achieve a job outcome by May 2019



Referrals after November 2018 are not presented as it is unlikely enough time has elapsed for those participants to reach the job outcome earnings threshold (which varies across the different areas\*) or six months in self-employment. Those who were referred before November 2018 have been engaged with the programme for longer and have received more support, making job outcomes more likely.

68% of all individuals referred by November 2018 have started the programme, and of these, so far 12% have reached the job outcome earnings threshold or six months of being in self-employment by May 2019.

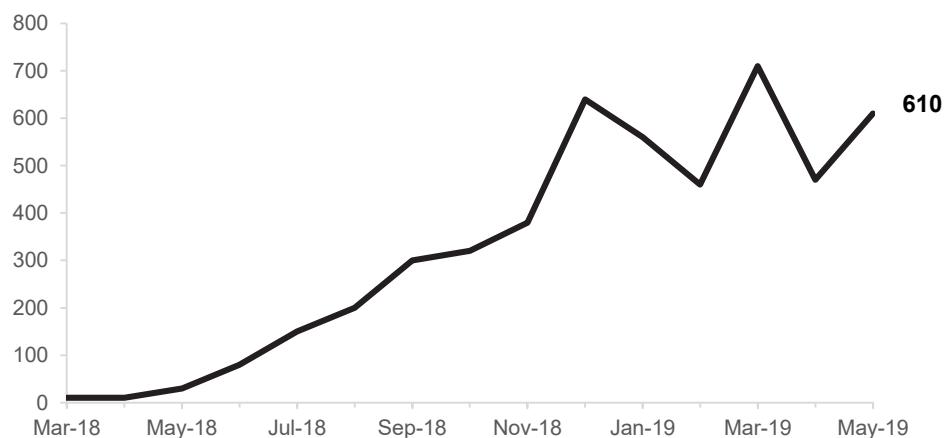
32% of individuals referred by November 2018 have not gone on to start the programme, this may, for example, be due the participant not attending.

Participants who started the programme earliest have seen the highest level of outcomes as they have had longer to reach the earning threshold or six months of being in self-employment.

88% of the participants who have started by November 2018 have not yet reached the job outcome earnings threshold or six months in self-employment by May 2019, though some of these participants have had only 6 months to achieve an outcome so far.

## Providers are starting to achieve job outcomes

Job outcomes by outcome month from March 2018 to May 2019: all areas



4,920 participants have reached the job outcome earnings threshold or reached six months of being in self-employment as of May 2019.

March 2018 saw the first participants reach the job outcomes earnings threshold or six months of being in self-employment.

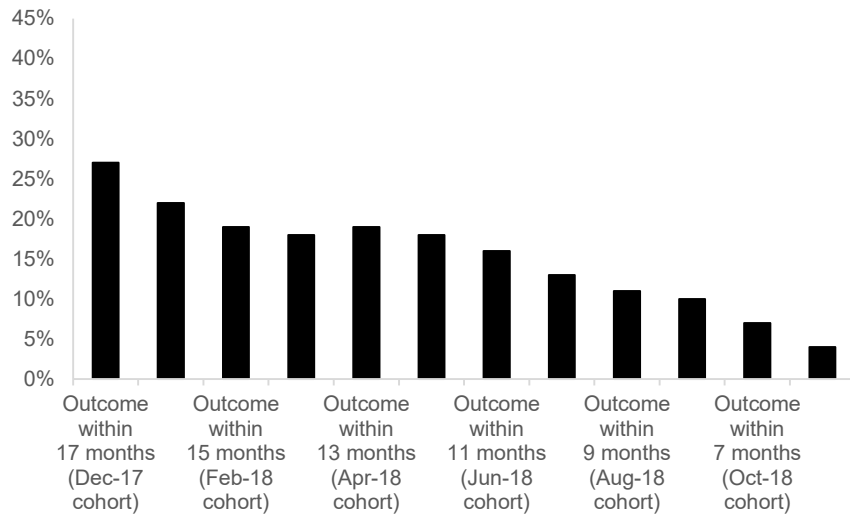
See [Table 1.4](#) for full data

\*The national WHP and the majority of the LPGs have an earnings threshold to achieve a job outcome as 16 hours per week for 26 weeks at the [National Living Wage](#), however the threshold for the West London Alliance is the same number of hours but at the [London Living Wage](#) and the Greater Manchester Combined Authority at the [Real Living Wage](#).

# Job outcomes from the Work and Health Programme

## Job outcomes are unlikely to have been achieved for individuals who have recently started on the programme

Total job outcomes as a percentage of starts by month started, cohorts from December 2017 to November 2018



27% of starts from the first monthly cohort (Dec 17) achieved a job outcome within 17 months of starting. Of those 24% come from the Disability group and 3% from the Early Access group.

More recent start months are therefore likely to report lower levels of outcomes as participants haven't had as much time on the programme.

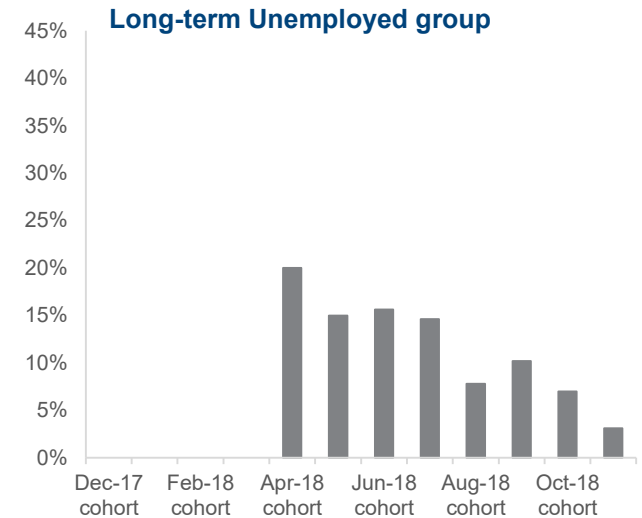
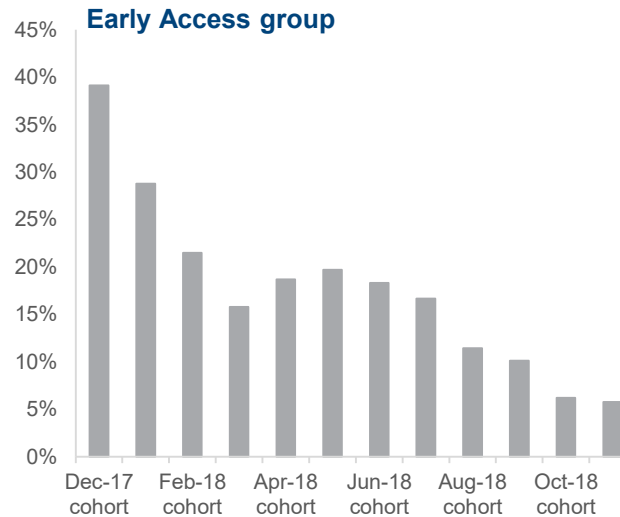
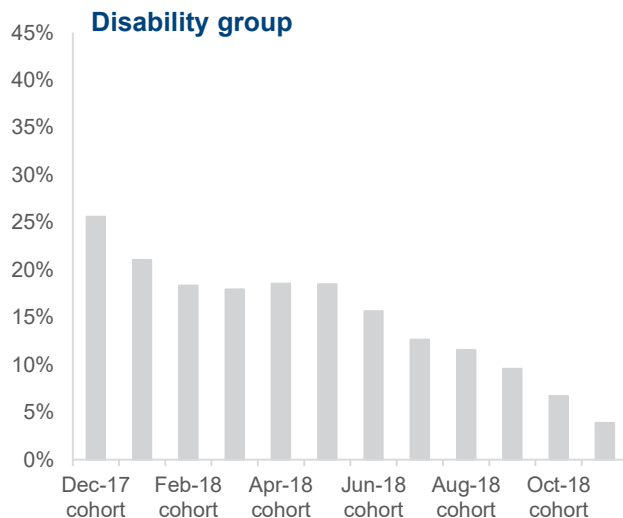
The percentage of Disability group job outcomes by starts is relatively consistent over time, reflecting the total.

Percentages are more changeable in the Early Access and Long-term Unemployed groups due to lower volumes of starts and job outcomes.

The Long-term Unemployed group began accepting referrals in April 18, therefore there are no outcomes before this point.

See [Table 1.3](#) for full data

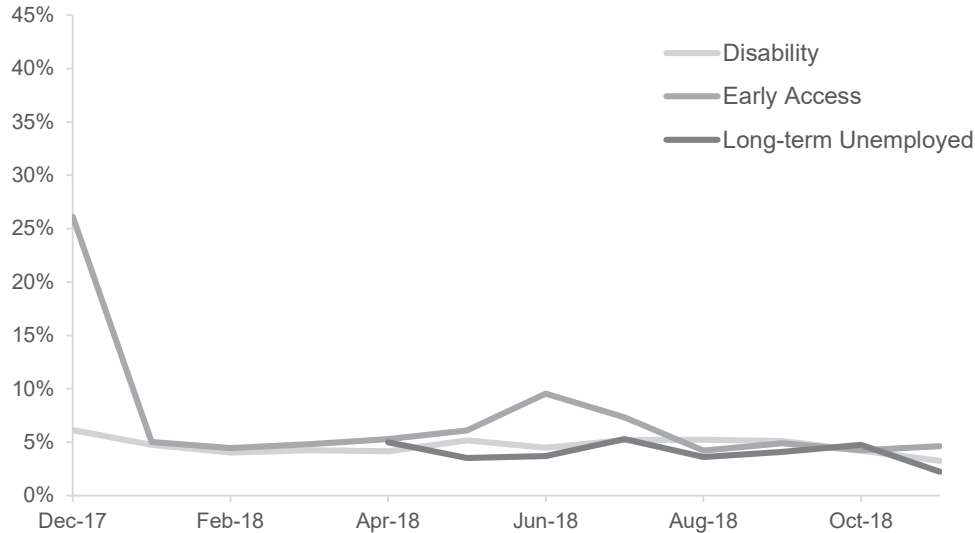
Job outcomes as a percentage of starts by eligibility group and month started, cohorts from December 2017 to November 2018



# Job outcomes from the Work and Health Programme

## Standardised monthly performance measure at 6 and 12 months

Percentage of starts achieving a job outcome within 6 months of starting by eligibility group, December 2017 to November 2018



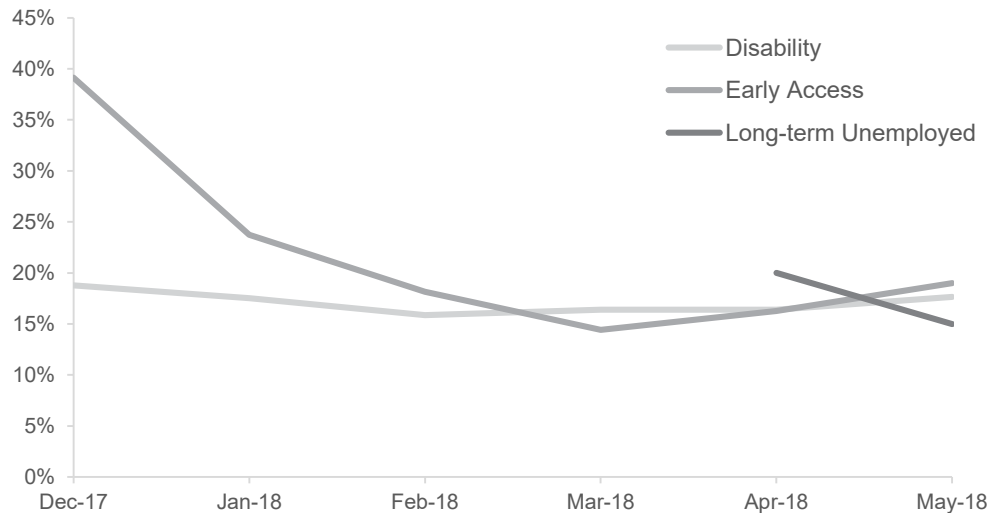
Over time, the proportion of job outcomes achieved within 6 months of starting the programme is relatively stable at around 5% for those from the Disability and Long-term Unemployed groups.

The Early Access group shows more change in percentages over time due to lower volumes of starts and job outcomes. This is more apparent for December 2017 and June 2018 cohorts.

The Long-term Unemployed group began accepting referrals in April 2018, therefore there are no outcomes before this point.

See [Table 1.2](#) for full data

Percentage of starts achieving a job outcome within 12 months of starting by eligibility group, December 2017 to May 2018



The proportion of job outcomes achieved by the Disability group within 12 months of starting ranges between 16% and 19%, in line with the total number of job outcomes achieved within 12 months of starting.

The Early Access group shows more change in percentages over time due to lower volumes of starts and job outcomes.

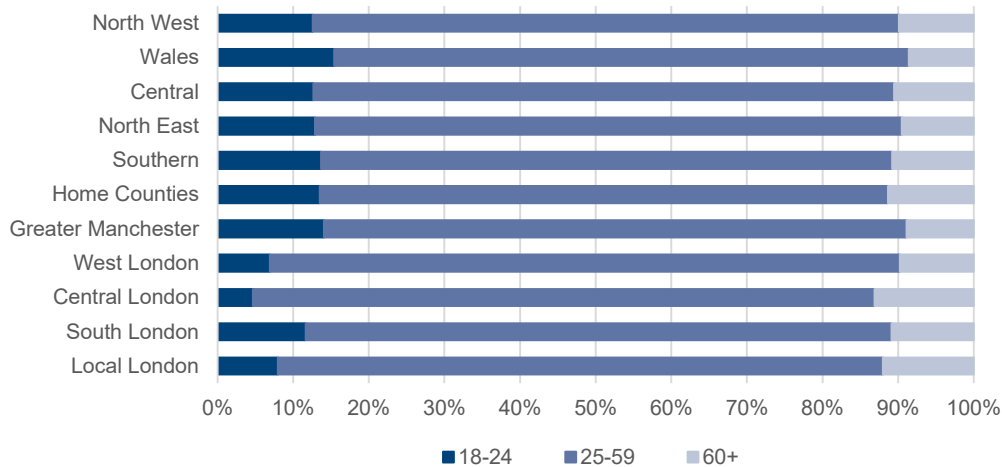
As the Long-term Unemployed group only began accepting referrals in April 2018, there are no outcomes before this point and only two starts cohorts that have had 12 months to achieve a job outcome, therefore more time is needed to draw meaningful conclusions for this group.

See [Table 1.2](#) for full data

# Demographics of the Work and Health Programme

## The distribution of age varies by area

Percentage of WHP starts by age group and area from November 2017 to May 2019



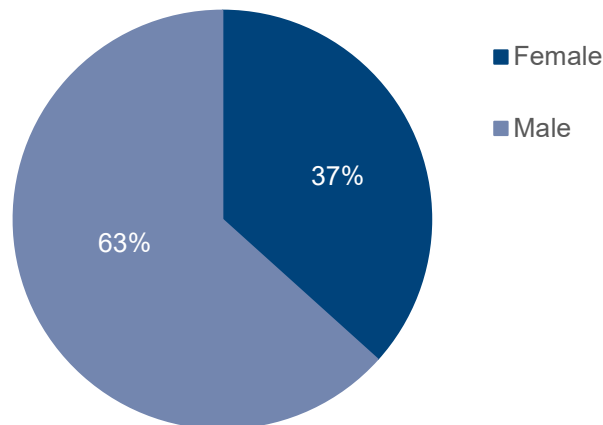
Wales has the highest proportion of 18-24 year olds starting the programme (15%), while West London has the highest proportion of 25-59 year olds starting the programme (83%).

10% of all starts to WHP were from the 60+ age group. The majority (77%) of all starts come from the 25-59 age group. This is to be expected as WHP is aimed at working age participants.

See [Table 3.2](#) for further age breakdowns.

## Almost two thirds of all WHP participants are male

WHP starts by gender from November 2017 to May 2019



63% of all participants starting WHP are male.

Males have consistently accounted for over 60% of all monthly participants since the start of the programme.

This proportion differs slightly across groups. For example, in the Early Access group, 67% of participants are male, in the Long-term Unemployed group 63% are male, and in the Disability group 62% of participants are male.

See [Table 3.3](#) for full data.



# About these statistics

## Statistical products

This statistical summary gives an overview. Key points and trends are presented using charts and commentary. The information underlying the charts is available as supporting tables which can be found [here](#). In line with our publication [strategy](#), we aim to release additional breakdowns in our next publication. Details will be announced, in advance via [StatsUserNet](#) and the WHP statistics [homepage](#).

## Experimental statistics

Experimental statistics are official statistics which are published in order to involve users and stakeholders in their development and as a means to build in quality at an early stage. All official statistics should comply with the UK Statistics Authority's [Code of Practice for Statistics](#) which promotes the production and dissemination of official statistics that inform decision making.

## Where to find out more

### Work and Health Programme Statistics

The background information note can be found here:

<https://www.gov.uk/government/publications/work-and-health-programme-statistics-background-information-and-methodology>

### Work and Health Programme Provider Guidance

The guidance given to the Programme Providers can be found here:

<https://www.gov.uk/government/publications/work-and-health-programme-provider-guidance>

### Work Programme Statistics

Information on the Work Programme, a programme which aimed to get unemployed people into sustained employment, and Work Programme National Statistics

<https://www.gov.uk/government/collections/work-programme-statistics--2>

### Work Choice Statistics

Information on the Work Choice, a programme which aimed to help disabled people find, keep and progress in a job, and Work Choice Official Statistics

<https://www.gov.uk/government/collections/work-choice-statistics-number-of-starts-and-referrals--2>

### Specialist Employability Support

Information on Specialist Employability Support, a voluntary programme which is aimed at helping disabled people with complex barriers to work that other support is not suitable, find a job can be found here:

<https://www.gov.uk/government/collections/specialist-employability-support-statistics>

### Access to Work

Information on the Access to Work provision, which is aimed to support people who have a disability or long-term health condition start or stay in work.

<https://www.gov.uk/government/collections/access-to-work-statistics>

## Contact information and feedback

For more information on WHP statistics, please contact Tracy Hills at [tracy.hills@dpw.gov.uk](mailto:tracy.hills@dpw.gov.uk).

DWP would like to hear your views on our statistical publications. If you use any of our statistics publications, we would be interested in hearing what you use them for and how well they meet your requirements. Please email DWP at [stats-consultation@dpw.gov.uk](mailto:stats-consultation@dpw.gov.uk).

Users can also join the "Welfare and Benefit Statistics" community at: <http://www.statsusernet.org.uk>. DWP announces items of interest to users via this forum, as well as replying to users' questions.