



Department  
for Work &  
Pensions

# Work Choice: Official Statistics

November 2013

# Executive summary

This is the official statistics publication on Work Choice. It contains figures on all Work Choice providers **excluding Remploy**, from October 2010, up to and including **September 2013**. The job outcomes counted in this publication are supported, unsupported (yet to be sustained) and unsupported sustained outcomes for which the provider has received a payment, plus unsupported outcomes for which the provider is not paid for.

In the current financial year (1<sup>st</sup> April 2013 – 30<sup>th</sup> September 2013) there were:

- 12,990 referrals for 12,350 individuals
- 9,110 starts for 9,020 individuals
- 5,710 job outcomes for 5,680 individuals

In the previous financial year (1<sup>st</sup> April 2012 – 31<sup>st</sup> March 2013) there were:

- 21,780 referrals for 19,820 individuals
- 16,090 starts for 15,480 individuals
- 8,040 job outcomes for 7,850 individuals

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# 1 Introduction

## 1.1 Work Choice

### 1.1.1 Summary

This publication contains figures on all Work Choice providers **excluding Remploy**, from October 2010, up to and including **September 2013**. Annexe A provides more detailed breakdowns. Figures given for the most recent quarter will be subject to revision as more complete data becomes available.

The table below shows the reporting period for each quarterly publication:

Quarter of publication	Reporting period
May	Full financial year which ended in March of current year
August	First quarter of current financial year
November	First two quarters of current financial year
February	First three quarters of current financial year

**Note:** This document contains official statistics on Work Choice. The statistics cover referrals, and associated starts and job outcomes. Management Information on Work Choice is produced separately from this note and is used for internal monitoring purposes. This publication uses different measures and different data sources and is not comparable.

### 1.1.2 Background

On 25<sup>th</sup> October 2010, WORKSTEP, Work Preparation and the Job Introduction Scheme were replaced by Work Choice.

Work Choice helps people with disabilities whose needs cannot be met through other work programmes, Access to Work or workplace adjustments. This might be because they need more specialised support to find employment or keep a job once they have started work.

Work Choice is tailored to meet an individual needs. It focuses on helping individuals to achieve their full potential and moving towards being more independent. Work Choice also ensures employers get the support they need to employ more disabled people.

The Work Choice programme is delivered by providers funded by the government. There are three different sections called modules:

**Module one: Work Entry Support**

All new participants will enter Module One of Work Choice. This module lasts for up to six months. Individuals receive help with personal skills and work-related advice to get them into supported or unsupported work.

**Module two: Short to Medium Term In-Work Support**

Once a participant has found paid supported employment (or self-employment) supported by Work Choice of 16 hours or more a week, the provider will work with the employer and participant to identify the support required for the participant to start work and stay in their job. This module lasts for up to two years.

**Module three: Longer-term In-Work Support**

Individuals receive help to progress in their job and where appropriate, help them move into unsupported work. This module is not time limited.

**1.1.3 Methodology**

The Work Choice referrals and starts figures in this publication are derived from the Labour Market System (LMS) Opportunity Type database. Providers send monthly data returns to DWP, containing information on individuals who have achieved a job outcome through Work Choice. This outcome data is recorded on the Provider Referrals and Payments System (PRaP). The referrals and starts information from LMS is then merged with the job outcome information from PRaP to build a complete picture of an individual's journey through the Work Choice programme, and enables figures on referrals, starts and job outcomes to be produced. The merged LMS and PRaP data is then merged with the DWP's National Benefit Database, to identify any benefits received by individuals four weeks prior to their Work Choice referral date.

## 2 Headline Statistics

These statistics are figures for all Work Choice customers (excluding those referred to Remploy) in the current financial year.

### 2.1 Referrals, Starts and Job Outcomes (1<sup>st</sup> April 2013 to 30<sup>th</sup> September 2013)

#### 2.1.1 Referrals

12,990 referrals for 12,350 individuals. Of which:

- 12,560 were from new customers
- 430 were from transitional<sup>1</sup> / retention<sup>2</sup> customers

#### 2.1.2 Starts

9,110 starts for 9,020 individuals. Of which:

- 8,950 were from new customers
- 160 were from retention customers

#### 2.1.3 Job Outcomes

5,710 job outcomes for 5,680 individuals. Of which<sup>3</sup>:

- 3,790 were supported job outcomes
- 2,750 were unsupported job outcomes

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<sup>1</sup> Individuals who transferred over to Work Choice from WORKSTEP, Workprep or Job Introduction Scheme are referred to as Transitional customers.

<sup>2</sup> If an employee (or a self-employed person) becomes newly disabled, or their existing disability changes in a way that puts their prospects of continued employment at serious risk, (and Access to Work cannot provide an immediate solution), then support from Work Choice may be required to ensure the employee retains their job. These customers are referred to as Retention Customers.

<sup>3</sup> An individual can obtain a supported and unsupported outcome in the same reporting period. In this instance, they would be counted once in the total job outcomes, and once in each of the supported and unsupported totals.

## 2.2 Cohort analysis

Looking at a six-month cohort of Work Choice programme starts between 1<sup>st</sup> October 2012 and 31<sup>st</sup> March 2013, there were 8,640 starts to Work Choice in this period. Of which 3,720 (43.1%) had obtained a job outcome by 30<sup>th</sup> September 2013.

# 3 Work Choice process

## 3.1 The key aspects of the Work Choice process

Work Choice is delivered by a Prime Provider in each of the 28 Contract Package Areas (CPAs). Prime Providers can sub-contract with a range of other specialist or niche providers to support disabled people who are eligible and suitable for the programme, in overcoming their complex employment needs related to disability. Remploy is also delivering the Work Choice business model, providing a choice for customers/claimants in most CPAs, though Remploy figures are **not** counted in this publication.

The aim of Work Choice is to provide a voluntary, tailored, coherent range of specialist employment services which can respond more flexibly to the individual needs of disabled people and their employers and make better use of resources.

The key principles underpinning Work Choice focus on:

- those who most need specialist support;
- less prescription and greater flexibility;
- better links between elements of provision;
- better consistency and quality of provision;
- provision for all types of disability;
- opportunities for the customer/claimant to exercise choice and control;
- job outcomes;
- improved support for people in either employment or self employment;
- improved progression to unsupported employment;
- achieving potential within longer-term supported employment.

Work Choice participants should have the same pay and conditions as other, non-supported employees doing similar jobs. Providers agree arrangements with employers and ensure that people have the same access to training and development opportunities as other employees. This helps encourage progression



both within Work Choice modules and towards unsupported employment where appropriate.

The Disability Employment Advisor (DEA) has a pivotal role as the gatekeeper for the Work Choice programme in ensuring that only eligible and suitable disabled people are referred. Referrals to the DEA may be made from a number of sources – e.g. Work Choice providers including Remploy, external partners, and customer/claimant self-referrals. Also, JCP advisers may refer JSA and ESA claimants facing complex employment situations arising from their disability to the DEA for assistance and possible consideration for Work Choice.

All new participants enter Module One of Work Choice where they work with their provider on a detailed Development Plan to address their complex barriers and employment support needs. Minimum levels of support must be maintained on a monthly basis. Providers are expected to be flexible to the needs of customers/claimants. Support should be sufficient to enable participants to engage in at least eight hours preparation for work entry per week. The support could include one to one help or less intensive support and advice depending on the participant's needs. As the participant progresses through Module One, their level of activity on the programme should increase up to 16 hours per week as they prepare to make the transition into work.

In Module Two, once a participant has found paid supported employment (or self-employment) supported by Work Choice of 16 hours or more a week (NB this could be more than one job which adds up to 16 hours or more a week) the provider will work with the employer and participant to identify the support required for the participant to start work. The provider must provide a range of support tailored to the needs of the individual participant depending upon their circumstances.

Module Three recognises that some participants will need support in employment for the foreseeable future. All participants should be helped and encouraged to progress to unsupported employment where appropriate. The provider must work with the participant or with others on behalf of the participant (e.g. their employer) to ensure that for at least four hours per month the participant is engaged in activity aimed at developing their full potential at work. This may include up to four hours one-to-one guidance, or a more advisory role, depending on the participant's needs, level of independence and abilities. As in Module Two, this might include, for example, learning new skills, broadening their role or responsibilities, learning new ways of

working, etc. The opportunities for working towards progression must remain to the fore in all planning discussions.

Providers of Work Choice are expected to provide certain elements of the normal Access to Work provision as part of their service to their programme participants. Prime Providers have access to a Work Choice-dedicated Access to Work team who will provide advice and support on applications. Anyone moving into **unsupported** work at any point would be able to make an application to Access to Work in the normal way.

Providers receive a service fee for each individual who starts Work Choice. They receive a further payment if that individual obtains a job outcome, and a final payment if that job outcome is sustained – unsupported for at least 6 months.

# Annexe A: Work Choice Breakdowns

Totals may not sum due to rounding

Table 1: Number of Work Choice referrals, starts and job outcomes by financial quarter

Quarter	Referrals	Starts	Total Job Outcomes <sup>4</sup>	Of which are Supported Outcomes	Of which are Unsupported Outcomes	Of which are Sustained Unsupported Outcomes <sup>5</sup>
Q3 2010-11 <sup>6</sup>	17,960	15,960	290	N/A	290	230
Q4 2010-11	5,570	4,850	1,170	120	1,050	800
Q1 2011-12	4,050	2,710	1,400	400	1,060	870
Q2 2011-12	3,690	2,810	1,310	570	870	720
Q3 2011-12	3,960	3,170	1,380	690	950	730
Q4 2011-12	5,500	4,100	1,560	800	1,130	880
Q1 2012-13	4,780	3,520	1,690	960	1,220	880
Q2 2012-13	5,210	3,930	1,510	920	1,040	710
Q3 2012-13	5,310	3,900	2,220	1,690	1,160	760
Q4 2012-13	6,490	4,740	2,100	1,540	1,210	580
Q1 2013-14	6,230	4,630	2,510	2,000	1,340	N/A
Q2 2013-14	6,760	4,480	2,320	1,790	1,420	N/A
<b>Total</b>	<b>75,480</b>	<b>58,800</b>	<b>19,450</b>	<b>11,490</b>	<b>12,720</b>	<b>7,170</b>

<sup>4</sup> Where an individual has both a supported and unsupported outcome, the first outcome is counted here.

<sup>5</sup> Unsupported employment sustained for at least six months.

<sup>6</sup> A large number of cases from WORKSTEP, Workprep and Job Introduction Scheme were transferred over to Work Choice on the go-live date of 25<sup>th</sup> October 2010.

Table 2: Number of referrals by provider and financial quarter

Provider	Total	2010-11	2011-12	2012-13	2013-14	Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	All four quarters	Q1 and Q2		
Shaw Trust	<b>43,590</b>	13,250	9,880	12,610	7,850	34,680	11,900
Advance Housing and Support Ltd	<b>2,830</b>	820	520	990	500	2,080	540
CDG Wise Ability Ltd	<b>2,090</b>	950	370	480	290	1,780	660
Momentum	<b>1,810</b>	600	400	550	270	1,530	560
Ingeus UK Ltd	<b>2,590</b>	650	650	870	420	1,800	500
The Pluss Organisation	<b>6,280</b>	2,180	1,330	1,660	1,110	4,960	1,660
Seetec	<b>3,820</b>	770	1,020	1,320	710	2,290	480
Working Links	<b>12,480</b>	4,310	3,040	3,290	1,840	9,680	3,160
<b>Total</b>	<b>75,480</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>12,990</b>	<b>58,800</b>	<b>19,450</b>

Table 3: Number of referrals by Contract Package Area and financial quarter

Contract Package Area	Total	2010-11	2011-12	2012-13	2013-14	Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	All four quarters	Q1 and Q2		
CPA1 - Highlands, Islands, Clyde Coast and Grampian	<b>1,810</b>	600	400	550	270	1,530	560
CPA2 - Forth Valley, Fife and Tayside	<b>1,790</b>	630	360	550	250	1,540	580
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	<b>2,220</b>	610	450	720	440	1,630	620
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	<b>2,490</b>	760	530	780	430	1,960	770
CPA5 - North and Mid Wales, South East Wales	<b>2,520</b>	820	650	650	400	2,100	670
CPA6 - South West Wales, South Wales Valleys	<b>3,860</b>	1,400	860	1,050	550	3,350	1,410
CPA7 - Northumbria, South Tyne and Wear Valley	<b>2,530</b>	970	470	710	390	2,050	640
CPA8 - North and East Yorkshire and The Humber, Tees Valley	<b>2,680</b>	930	600	750	390	2,190	640
CPA9 - Cumbria and Lancashire	<b>1,950</b>	580	590	510	270	1,480	690
CPA10 - Greater Manchester East and West, Greater Manchester Central	<b>3,560</b>	700	930	1,180	750	2,580	850
CPA11 - Merseyside, Cheshire, Halton and Warrington	<b>2,760</b>	730	640	820	580	2,200	730
CPA12 - West Yorkshire	<b>3,370</b>	850	820	1,010	680	2,430	650
CPA13 - Derbyshire, South Yorkshire	<b>3,440</b>	740	880	1,130	680	2,650	910
CPA14 - Nottingham, Lincolnshire and Rutland	<b>2,500</b>	640	440	810	620	2,030	620
CPA15 - Leicestershire and Northamptonshire	<b>2,170</b>	690	550	610	310	1,700	470
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	<b>3,530</b>	950	900	1,030	650	2,780	880
CPA17 - Birmingham and Solihull, Black Country	<b>2,830</b>	820	520	990	500	2,080	540
CPA18 - Cambridgeshire and Suffolk, Norfolk	<b>2,820</b>	1,110	590	690	420	2,320	810
CPA19 - Bedfordshire and Hertfordshire, Essex	<b>3,740</b>	1,240	730	1,010	760	2,820	760
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	<b>1,650</b>	470	460	420	300	1,060	290
CPA21 - Central London, West London, Barnet, Enfield and Haringey	<b>3,820</b>	770	1,020	1,320	710	2,290	480
CPA22 - Lambeth, Southwark and Wandsworth, South London	<b>2,590</b>	650	650	870	420	1,800	500

		2010-11	2011-12	2012-13	2013-14		Of which have started Work Choice	Of which have achieved a job outcome
<b>Contract Package Area</b>	<b>Total</b>	<b>Q3 and Q4</b>	<b>All four quarters</b>	<b>All four quarters</b>	<b>Q1 and Q2</b>			
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	<b>1,720</b>	470	420	460	360		1,400	390
CPA24 - Hampshire and Isle of Wight	<b>2,090</b>	950	370	480	290		1,780	660
CPA25 - Kent, Surrey and Sussex	<b>4,000</b>	1,450	850	1,100	600		3,090	1,110
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	<b>2,150</b>	890	530	500	240		1,730	620
CPA27 - Dorset and Somerset	<b>2,020</b>	780	490	440	320		1,710	610
CPA28 - Devon and Cornwall	<b>2,910</b>	1,320	510	650	430		2,530	1,000
<b>Total</b>	<b>75,480</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>12,990</b>		<b>58,800</b>	<b>19,450</b>

Table 4: Number of referrals by Primary Disability and financial quarter<sup>7</sup>

Primary Disability	Total	2010-11	2011-12	2012-13	2013-14	Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	All four quarters	Q1 and Q2		
Missing / Unknown	<b>24,550</b>	23,520	1,020	N/A	N/A	21,550	6,710
Conditions Restricting Mobility / Dexterity	<b>7,480</b>	N/A	2,110	3,320	2,050	5,490	1,940
Visual Impairment	<b>1,720</b>	N/A	590	710	420	1,210	400
Hearing and / or Speech Impairment	<b>2,570</b>	N/A	940	1,040	590	1,860	660
Long-term Medical Conditions	<b>5,440</b>	N/A	1,510	2,450	1,490	3,920	1,400
Moderate to Severe Learning Disability	<b>5,260</b>	N/A	2,150	1,970	1,140	3,830	1,120
Mild Learning Disability	<b>8,630</b>	N/A	3,060	3,500	2,070	6,610	2,240
Severe Mental Illness	<b>660</b>	N/A	230	280	140	460	150
Mild to Moderate Mental Health condition	<b>9,980</b>	N/A	2,840	4,450	2,690	7,220	2,590
Neurological Conditions	<b>2,640</b>	N/A	880	1,130	640	1,920	660
Multiple Conditions	<b>6,560</b>	N/A	1,850	2,930	1,780	4,730	1,590
<b>Total</b>	<b>75,480</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>12,990</b>	<b>58,800</b>	<b>19,450</b>

<sup>7</sup> Primary Disability information is only recorded on LMS from 3<sup>rd</sup> May 2011 onwards.

Table 5: Number of referrals by financial quarter and benefit claimed / participation on employment programme four weeks prior to programme referral<sup>8</sup>

Benefit Combination	Total	2010-11	2011-12	2012-13	2013-14	Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	All four quarters	Q1 and Q2		
No benefit / employment programme	9,990	6,340	1,210	1,440	1,000	8,560	3,750
JSA (without DLA)	28,900	4,560	7,640	10,580	6,120	21,170	6,330
JSA and DLA	13,690	2,710	3,970	4,600	2,410	10,610	2,940
IB/SDA/ESA (without DLA)	4,720	810	1,120	1,620	1,160	3,500	1,290
IB/SDA/ESA and DLA	7,030	1,700	1,830	2,150	1,350	5,220	1,330
DLA (without JSA or IB/SDA/ESA)	10,240	6,910	1,290	1,210	830	8,980	3,500
Other combination of benefit / employment programme	920	480	140	180	120	750	320
<b>Total</b>	<b>75,480</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>12,990</b>	<b>58,800</b>	<b>19,450</b>

<sup>8</sup> Other combinations of benefit / employment programme category includes those not in receipt of Jobseekers Allowance (JSA), Disability Living Allowance (DLA), or Incapacity Benefits (IB/SDA/ESA), but were in receipt of one or more of Income Support (IS), Carer's Allowance (CA), Bereavement Benefit (BB), Widow's Benefit (WB) or were participating on an employment programme.



Table 6: Cohort analysis of referrals each financial quarter. Number which have since started Work Choice and obtained a job outcome<sup>9</sup>

Quarter of Work Choice referral	Number of referrals	Number of starts	% which have started	Number of job outcomes	% of starts which have obtained a job outcome	Number of sustained unsupported job outcomes	% of starts which have obtained a sustained unsupported job outcome
Q3 2010-11	17,960	16,340	91.0%	5,510	33.7%	4,200	25.7%
Q4 2010-11	5,570	4,420	79.4%	1,020	23.0%	490	11.0%
Q1 2011-12	4,050	3,150	77.7%	900	28.4%	460	14.6%
Q2 2011-12	3,690	2,880	78.2%	750	26.0%	300	10.5%
Q3 2011-12	3,960	3,030	76.4%	960	31.8%	380	12.4%
Q4 2011-12	5,500	4,210	76.6%	1,450	34.4%	520	12.3%
Q1 2012-13	4,780	3,620	75.8%	1,400	38.7%	370	10.3%
Q2 2012-13	5,210	3,890	74.7%	1,620	41.7%	N/A	N/A
Q3 2012-13	5,310	3,940	74.2%	1,650	41.9%	N/A	N/A
Q4 2012-13	6,490	4,830	74.4%	2,090	43.3%	N/A	N/A
Q1 2013-14	6,230	4,660	74.8%	N/A	N/A	N/A	N/A
Q2 2013-14	6,760	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	<b>75,480</b>	<b>58,800</b>	<b>77.9%</b>	<b>19,450</b>	<b>33.1%</b>	<b>7,170</b>	<b>12.2%</b>

<sup>9</sup> Numbers and proportions of starts / job outcomes will increase for more recent quarterly cohorts as individuals are given a longer time to start / obtain a job outcome. This carries further relevance for those who go on to obtain a sustained unsupported job outcome.