



Department  
for Work &  
Pensions

# Work Choice: Official Statistics

May 2014

# 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 **March 2014**. 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 – 31<sup>st</sup> March 2014) there were:

- 27,170 referrals for 24,700 individuals
- 19,720 starts for 18,960 individuals
- 10,400 job outcomes for 10,120 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
- 16,110 starts for 15,490 individuals
- 8,060 job outcomes for 7,860 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 **March 2014**. 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 31<sup>st</sup> March 2014)

#### 2.1.1 Referrals

27,170 referrals for 24,700 individuals. Of which:

- 26,370 were from new customers
- 800 were from transitional<sup>1</sup> / retention<sup>2</sup> customers

#### 2.1.2 Starts

19,720 starts for 18,960 individuals. Of which:

- 19,370 were from new customers
- 350 were from retention customers

#### 2.1.3 Job Outcomes

10,400 job outcomes for 10,120 individuals. Of which<sup>3</sup>:

- 7,030 were supported job outcomes
- 6,110 were unsupported job outcomes
  - Of which 1,740 unsupported job outcomes were sustained for at least six months by the end of the current reporting period

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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> April 2013 and 30<sup>th</sup> September 2013, there were 9,610 starts to Work Choice in this period. Of which 4,120 (42.9%) had obtained a job outcome by 31<sup>st</sup> March 2014.

# 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	15,970	300	N/A	290	240
Q4 2010-11	5,570	4,860	1,170	120	1,050	810
Q1 2011-12	4,050	2,710	1,400	400	1,060	870
Q2 2011-12	3,690	2,820	1,310	570	870	730
Q3 2011-12	3,960	3,170	1,380	690	950	740
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	890
Q2 2012-13	5,210	3,930	1,510	920	1,050	740
Q3 2012-13	5,310	3,900	2,230	1,700	1,160	810
Q4 2012-13	6,490	4,750	2,110	1,550	1,230	890
Q1 2013-14	6,230	4,650	2,540	2,010	1,410	890
Q2 2013-14	6,880	4,960	2,660	2,000	1,660	820
Q3 2013-14	6,780	5,120	2,200	1,610	1,680	N/A
Q4 2013-14	7,290	4,980	1,920	1,400	1,360	N/A
<b>Total</b>	<b>89,660</b>	<b>69,440</b>	<b>23,970</b>	<b>14,730</b>	<b>16,110</b>	<b>9,320</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	All four quarters		
Shaw Trust	51,770	13,250	9,880	12,610	16,040	40,780	14,700
Advance Housing and Support Ltd	3,400	820	520	990	1,070	2,510	680
CDG Wise Ability Ltd	2,450	950	370	480	660	2,070	770
Momentum	2,150	600	400	550	610	1,800	700
Ingeus UK Ltd	3,170	650	650	870	1,000	2,190	640
The Pluss Organisation	7,270	2,180	1,330	1,660	2,100	5,760	1,970
Seetec	4,750	770	1,020	1,320	1,640	2,940	720
Working Links	14,690	4,310	3,040	3,290	4,050	11,400	3,800
<b>Total</b>	<b>89,660</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,170</b>	<b>69,440</b>	<b>23,970</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	All four quarters		
CPA1 - Highlands, Islands, Clyde Coast and Grampian	<b>2,150</b>	600	400	550	610	1,800	700
CPA2 - Forth Valley, Fife and Tayside	<b>2,050</b>	630	360	550	510	1,770	700
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	<b>2,550</b>	610	450	720	770	1,840	730
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	<b>2,930</b>	760	530	780	870	2,260	930
CPA5 - North and Mid Wales, South East Wales	<b>2,940</b>	820	650	650	820	2,450	800
CPA6 - South West Wales, South Wales Valleys	<b>4,530</b>	1,400	860	1,050	1,220	3,910	1,720
CPA7 - Northumbria, South Tyne and Wear Valley	<b>2,990</b>	970	470	710	850	2,380	810
CPA8 - North and East Yorkshire and The Humber, Tees Valley	<b>3,160</b>	930	600	750	880	2,560	800
CPA9 - Cumbria and Lancashire	<b>2,220</b>	580	590	510	540	1,700	800
CPA10 - Greater Manchester East and West, Greater Manchester Central	<b>4,260</b>	700	930	1,180	1,450	3,060	1,050
CPA11 - Merseyside, Cheshire, Halton and Warrington	<b>3,350</b>	730	640	820	1,170	2,670	890
CPA12 - West Yorkshire	<b>4,000</b>	850	820	1,010	1,310	2,900	800
CPA13 - Derbyshire, South Yorkshire	<b>4,190</b>	740	880	1,130	1,430	3,180	1,130
CPA14 - Nottingham, Lincolnshire and Rutland	<b>3,170</b>	640	440	810	1,290	2,540	810
CPA15 - Leicestershire and Northamptonshire	<b>2,560</b>	690	550	610	700	2,050	580
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	<b>4,110</b>	950	900	1,030	1,240	3,240	1,130
CPA17 - Birmingham and Solihull, Black Country	<b>3,400</b>	820	520	990	1,070	2,510	680
CPA18 - Cambridgeshire and Suffolk, Norfolk	<b>3,300</b>	1,110	590	690	910	2,670	970
CPA19 - Bedfordshire and Hertfordshire, Essex	<b>4,560</b>	1,240	730	1,010	1,580	3,380	1,000
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	<b>2,110</b>	470	460	420	760	1,390	400
CPA21 - Central London, West London, Barnet, Enfield and Haringey	<b>4,750</b>	770	1,020	1,320	1,640	2,940	720
CPA22 - Lambeth, Southwark and Wandsworth, South London	<b>3,170</b>	650	650	870	1,000	2,190	640

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	All four quarters		
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	<b>2,080</b>	470	420	460	720	1,700	510
CPA24 - Hampshire and Isle of Wight	<b>2,450</b>	950	370	480	660	2,070	770
CPA25 - Kent, Surrey and Sussex	<b>4,680</b>	1,450	850	1,100	1,270	3,570	1,300
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	<b>2,400</b>	890	530	500	490	1,950	730
CPA27 - Dorset and Somerset	<b>2,310</b>	780	490	440	610	1,940	730
CPA28 - Devon and Cornwall	<b>3,270</b>	1,320	510	650	790	2,860	1,170
<b>Total</b>	<b>89,660</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,170</b>	<b>69,440</b>	<b>23,970</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	All four quarters		
Missing / Unknown	<b>24,550</b>	23,520	1,020	N/A	N/A	21,550	7,050
Conditions Restricting Mobility / Dexterity	<b>9,620</b>	N/A	2,110	3,320	4,190	7,100	2,600
Visual Impairment	<b>2,180</b>	N/A	590	710	880	1,540	520
Hearing and / or Speech Impairment	<b>3,270</b>	N/A	940	1,040	1,290	2,390	840
Long-term Medical Conditions	<b>6,990</b>	N/A	1,510	2,450	3,040	5,070	1,890
Moderate to Severe Learning Disability	<b>6,500</b>	N/A	2,150	1,970	2,380	4,770	1,470
Mild Learning Disability	<b>11,180</b>	N/A	3,060	3,500	4,620	8,550	2,980
Severe Mental Illness	<b>800</b>	N/A	230	280	290	560	200
Mild to Moderate Mental Health condition	<b>12,710</b>	N/A	2,840	4,450	5,420	9,240	3,440
Neurological Conditions	<b>3,330</b>	N/A	880	1,130	1,320	2,450	870
Multiple Conditions	<b>8,550</b>	N/A	1,850	2,930	3,760	6,220	2,130
<b>Total</b>	<b>89,660</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,170</b>	<b>69,440</b>	<b>23,970</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	All four quarters		
No benefit / employment programme	11,630	6,660	1,280	1,520	2,180	9,870	4,540
JSA (without DLA)	35,670	4,560	7,640	10,580	12,890	26,250	8,220
JSA and DLA	16,510	2,710	3,970	4,600	5,230	12,730	3,730
IB/SDA/ESA (without DLA)	6,040	810	1,120	1,620	2,490	4,450	1,660
IB/SDA/ESA and DLA	8,390	1,700	1,830	2,150	2,700	6,210	1,660
DLA (without JSA or IB/SDA/ESA)	10,950	6,910	1,290	1,210	1,540	9,560	4,000
Other combination of benefit / employment programme	470	170	70	100	140	360	150
<b>Total</b>	<b>89,660</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,170</b>	<b>69,440</b>	<b>23,970</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%	5,840	35.7%	4,520	27.6%
Q4 2010-11	5,570	4,420	79.4%	1,030	23.2%	510	11.5%
Q1 2011-12	4,050	3,150	77.7%	910	28.9%	500	15.7%
Q2 2011-12	3,690	2,880	78.2%	750	26.2%	320	11.2%
Q3 2011-12	3,960	3,030	76.4%	970	32.0%	420	13.9%
Q4 2011-12	5,500	4,210	76.6%	1,460	34.7%	610	14.4%
Q1 2012-13	4,780	3,620	75.7%	1,410	38.9%	530	14.6%
Q2 2012-13	5,210	3,890	74.7%	1,640	42.1%	590	15.1%
Q3 2012-13	5,310	3,940	74.3%	1,740	44.1%	480	12.2%
Q4 2012-13	6,490	4,840	74.5%	2,340	48.4%	N/A	N/A
Q1 2013-14	6,230	4,670	75.0%	2,190	46.9%	N/A	N/A
Q2 2013-14	6,880	5,030	73.1%	1,880	37.4%	N/A	N/A
Q3 2013-14	6,780	4,970	73.3%	N/A	N/A	N/A	N/A
Q4 2013-14	7,290	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	<b>89,660</b>	<b>69,440</b>	<b>77.4%</b>	<b>23,970</b>	<b>34.5%</b>	<b>9,320</b>	<b>13.4%</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.