



Department
for Work &
Pensions

Work Choice: Official Statistics

November 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 **September 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 (1st April 2014 – 30th September 2014) there were:

- 11,880 referrals for 11,180 individuals
- 8,920 starts for 8,820 individuals
- 5,990 job outcomes for 5,920 individuals

In the previous financial year (1st April 2013 – 31st March 2014) there were:

- 27,260 referrals for 24,790 individuals
- 20,090 starts for 19,310 individuals
- 10,830 job outcomes for 10,510 individuals

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Contents

- 1 Introduction..... 4
 - 1.1 Work Choice..... 4
 - 1.1.1 Summary..... 4
 - 1.1.2 Background..... 4
 - 1.1.3 Methodology..... 5

- 2 Headline Statistics 6
 - 2.1 Referrals, Starts and Job Outcomes (1 April 2014 to 30 September 2014).. 6
 - 2.1.1 Referrals 6
 - 2.1.2 Starts..... 6
 - 2.1.3 Job Outcomes 6
 - 2.2 Cohort analysis 7

- 3 Work Choice process 8
 - 3.1 The key aspects of the Work Choice process 8

- Annexe A: Work Choice Breakdowns..... 11

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 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 25th 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 (1st April 2014 to 30th September 2014)

2.1.1 Referrals

11,880 referrals for 11,180 individuals. Of which:

- 11,580 were from new customers
- 300 were from transitional¹ / retention² customers

2.1.2 Starts

8,920 starts for 8,820 individuals. Of which:

- 8,770 were from new customers
- 150 were from retention customers

2.1.3 Job Outcomes

5,990 job outcomes for 5,920 individuals. Of which³:

- 3,850 were supported job outcomes
- 3,090 were unsupported job outcomes

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

² 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.

³ 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 1st October 2013 and 31st March 2014, there were 10,480 starts to Work Choice in this period. Of which 4,370 (41.7%) had obtained a job outcome by 30th September 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 ⁴	Of which are Supported Outcomes	Of which are Unsupported Outcomes	Of which are Sustained Unsupported Outcomes ⁵
Q3 2010-11 ⁶	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	1,390	690	950	740
Q4 2011-12	5,500	4,100	1,560	800	1,130	890
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	750
Q3 2012-13	5,310	3,900	2,230	1,700	1,160	820
Q4 2012-13	6,490	4,750	2,110	1,550	1,250	900
Q1 2013-14	6,230	4,650	2,560	2,010	1,430	960
Q2 2013-14	6,880	4,960	2,670	2,010	1,710	1,120
Q3 2013-14	6,780	5,130	2,230	1,620	1,820	1,140
Q4 2013-14	7,380	5,350	2,250	1,590	1,710	840
Q1 2014-15	6,560	4,970	2,580	1,960	1,610	N/A
Q2 2014-15	5,320	3,950	2,580	1,890	1,470	N/A
Total	101,640	78,750	29,520	18,780	19,790	11,720

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

⁵ Unsupported employment sustained for at least six months.

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

Table 2: Number of referrals by provider and financial quarter

Provider	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
Shaw Trust	58,680	13,250	9,880	12,610	16,090	6,860	46,110	18,310
Advance Housing and Support Ltd	3,800	820	520	990	1,070	400	2,790	830
CDG Wise Ability Ltd	2,700	950	370	480	660	240	2,280	890
Momentum	2,460	600	400	550	610	300	2,060	850
Ingeus UK Ltd	3,650	650	650	870	1,010	460	2,580	810
The Pluss Organisation	8,200	2,180	1,330	1,660	2,110	930	6,520	2,350
Seetec	5,690	770	1,020	1,320	1,650	920	3,640	1,030
Working Links	16,470	4,310	3,040	3,290	4,060	1,770	12,770	4,450
Total	101,640	23,520	17,190	21,780	27,260	11,880	78,750	29,520

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

Contract Package Area	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
CPA1 - Highlands, Islands, Clyde Coast and Grampian	2,460	600	400	550	610	300	2,060	850
CPA2 - Forth Valley, Fife and Tayside	2,310	630	360	550	520	250	1,990	870
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	2,910	610	450	720	770	370	2,120	900
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	3,290	760	530	780	880	360	2,500	1,080
CPA5 - North and Mid Wales, South East Wales	3,270	820	650	650	820	330	2,720	960
CPA6 - South West Wales, South Wales Valleys	5,150	1,400	860	1,050	1,220	620	4,450	2,090
CPA7 - Northumbria, South Tyne and Wear Valley	3,390	970	470	710	850	390	2,660	1,010
CPA8 - North and East Yorkshire and The Humber, Tees Valley	3,500	930	600	750	880	330	2,840	1,010
CPA9 - Cumbria and Lancashire	2,510	580	590	510	540	290	1,930	970
CPA10 - Greater Manchester East and West, Greater Manchester Central	4,870	700	930	1,180	1,450	610	3,500	1,350
CPA11 - Merseyside, Cheshire, Halton and Warrington	3,830	730	640	820	1,170	470	3,020	1,090
CPA12 - West Yorkshire	4,540	850	820	1,010	1,320	530	3,310	1,000
CPA13 - Derbyshire, South Yorkshire	4,770	740	880	1,130	1,430	580	3,610	1,390
CPA14 - Nottingham, Lincolnshire and Rutland	3,600	640	440	810	1,290	420	2,880	1,030
CPA15 - Leicestershire and Northamptonshire	2,840	690	550	610	700	280	2,300	680
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	4,630	950	900	1,030	1,250	510	3,660	1,450
CPA17 - Birmingham and Solihull, Black Country	3,800	820	520	990	1,070	400	2,790	830
CPA18 - Cambridgeshire and Suffolk, Norfolk	3,740	1,110	590	690	910	430	3,000	1,170
CPA19 - Bedfordshire and Hertfordshire, Essex	5,210	1,240	730	1,010	1,590	640	3,830	1,300
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	2,440	470	460	420	760	330	1,610	480
CPA21 - Central London, West London, Barnet, Enfield and Haringey	5,690	770	1,020	1,320	1,650	920	3,640	1,030
CPA22 - Lambeth, Southwark and Wandsworth, South London	3,650	650	650	870	1,010	460	2,580	810
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	2,340	470	420	460	730	250	1,930	690

Contract Package Area	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
CPA24 - Hampshire and Isle of Wight	2,700	950	370	480	660	240	2,280	890
CPA25 - Kent, Surrey and Sussex	5,240	1,450	850	1,100	1,280	560	3,960	1,510
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	2,680	890	530	500	500	280	2,180	830
CPA27 - Dorset and Somerset	2,650	780	490	440	610	330	2,190	910
CPA28 - Devon and Cornwall	3,670	1,320	510	650	790	400	3,210	1,350
Total	101,640	23,520	17,190	21,780	27,260	11,880	78,750	29,520

Table 4: Number of referrals by Primary Disability and financial quarter⁷

Primary Disability	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
Missing / Unknown	24,550	23,520	1,020	N/A	N/A	N/A	21,550	7,240
Conditions Restricting Mobility / Dexterity	11,310	N/A	2,110	3,320	4,200	1,680	8,420	3,390
Visual Impairment	2,570	N/A	590	710	880	400	1,860	690
Hearing and / or Speech Impairment	3,840	N/A	940	1,040	1,300	570	2,830	1,120
Long-term Medical Conditions	8,340	N/A	1,510	2,450	3,050	1,340	6,120	2,510
Moderate to Severe Learning Disability	7,530	N/A	2,150	1,970	2,390	1,020	5,570	1,890
Mild Learning Disability	13,400	N/A	3,060	3,500	4,630	2,210	10,310	4,020
Severe Mental Illness	930	N/A	230	280	290	130	650	240
Mild to Moderate Mental Health condition	15,010	N/A	2,840	4,450	5,440	2,290	11,020	4,490
Neurological Conditions	3,900	N/A	880	1,130	1,320	570	2,900	1,120
Multiple Conditions	10,240	N/A	1,850	2,930	3,770	1,690	7,520	2,820
Total	101,640	23,520	17,190	21,780	27,260	11,880	78,750	29,520

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

Table 5: Number of referrals by financial quarter and benefit claimed / participation on employment programme four weeks prior to programme referral⁸

Benefit Combination	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
No benefit / employment programme	12,630	6,650	1,280	1,520	2,120	1,060	10,660	5,180
JSA (without DLA)	41,150	4,560	7,640	10,580	12,990	5,370	30,490	10,680
JSA and DLA	18,750	2,710	3,970	4,600	5,270	2,200	14,500	4,740
IB/SDA/ESA (without DLA)	7,390	810	1,120	1,620	2,500	1,340	5,460	2,210
IB/SDA/ESA and DLA	9,550	1,700	1,830	2,150	2,710	1,150	7,100	2,060
DLA (without JSA or IB/SDA/ESA)	11,630	6,910	1,290	1,210	1,530	690	10,130	4,470
Other combination of benefit / employment programme	540	170	70	100	140	70	420	180
Total	101,640	23,520	17,190	21,780	27,260	11,880	78,750	29,520

⁸ 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 outcome⁹

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%	6,020	36.8%	4,820	29.5%
Q4 2010-11	5,570	4,420	79.4%	1,030	23.4%	520	11.8%
Q1 2011-12	4,050	3,150	77.7%	920	29.2%	520	16.3%
Q2 2011-12	3,690	2,880	78.2%	760	26.2%	330	11.4%
Q3 2011-12	3,960	3,030	76.4%	970	32.1%	440	14.5%
Q4 2011-12	5,500	4,210	76.6%	1,460	34.7%	650	15.3%
Q1 2012-13	4,780	3,620	75.7%	1,410	39.0%	580	16.0%
Q2 2012-13	5,210	3,890	74.7%	1,640	42.3%	670	17.2%
Q3 2012-13	5,310	3,940	74.3%	1,750	44.3%	N/A	N/A
Q4 2012-13	6,490	4,840	74.5%	2,370	48.9%	N/A	N/A
Q1 2013-14	6,230	4,670	75.0%	2,280	48.9%	N/A	N/A
Q2 2013-14	6,880	5,040	73.2%	2,170	43.0%	N/A	N/A
Q3 2013-14	6,780	4,980	73.4%	N/A	N/A	N/A	N/A
Q4 2013-14	7,380	5,480	74.3%	N/A	N/A	N/A	N/A
Q1 2014-15	6,560	4,890	74.5%	N/A	N/A	N/A	N/A
Q2 2014-15	5,320	N/A	N/A	N/A	N/A	N/A	N/A
Total	101,640	78,750	77.5%	29,520	37.5%	11,720	14.9%

⁹ 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. Job outcome volumes and rates are only shown in the table above for those who have had at least 12 months from the point of referral to obtain a job outcome. Similarly for sustained unsupported job outcomes, volumes and rates are only shown in the table above for those who have had at least 24 months from the point of referral to obtain a sustained unsupported job outcome.