



Department
for Work &
Pensions

Work Choice: Official Statistics

May 2015

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 2015**. 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 – 31st March 2015) there were:

- 20,740 referrals for 18,800 individuals
- 15,890 starts for 15,150 individuals
- 11,730 job outcomes for 11,200 individuals

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

- 27,280 referrals for 24,800 individuals
- 20,150 starts for 19,340 individuals
- 10,870 job outcomes for 10,540 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 2015**. 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 database¹. 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.

¹ Referrals and starts from individuals in receipt of Universal Credit are derived from PRaP.

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 31st March 2015)

2.1.1 Referrals

20,740 referrals for 18,800 individuals. Of which:

- 20,220 were from new customers
- 520 were from transitional² / retention³ customers

2.1.2 Starts

15,890 starts for 15,150 individuals. Of which:

- 15,610 were from new customers
- 280 were from transitional / retention customers

2.1.3 Job Outcomes

11,730 job outcomes for 8,800 individuals. Of which⁴:

- 8,320 were supported job outcomes
- 6,680 were unsupported job outcomes
 - Of which 2,180 unsupported job outcomes were sustained for at least six months by the end of the current reporting period

² Individuals who transferred over to Work Choice from WORKSTEP, Workprep or Job Introduction Scheme are referred to as Transitional customers.

³ 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.

⁴ 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 April 2014 and 30th September 2014, there were 9,260 starts to Work Choice in this period. Of which 4,840 (52.3%) had obtained a job outcome by 31st March 2015.

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 ⁵	Of which are Supported Outcomes	Of which are Unsupported Outcomes	Of which are Sustained Unsupported Outcomes ⁶
Q3 2010-11 ⁷	17,960	16,090	300	N/A	300	240
Q4 2010-11	5,570	4,890	1,170	120	1,050	810
Q1 2011-12	4,050	2,730	1,400	400	1,060	880
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	1,570	800	1,140	900
Q1 2012-13	4,780	3,520	1,690	960	1,220	900
Q2 2012-13	5,210	3,940	1,520	920	1,060	760
Q3 2012-13	5,310	3,910	2,230	1,700	1,160	820
Q4 2012-13	6,490	4,760	2,110	1,550	1,250	920
Q1 2013-14	6,230	4,660	2,560	2,010	1,440	970
Q2 2013-14	6,880	4,970	2,680	2,010	1,720	1,140
Q3 2013-14	6,780	5,140	2,240	1,620	1,830	1,210
Q4 2013-14	7,390	5,380	2,260	1,600	1,750	1,190
Q1 2014-15	6,570	4,990	2,620	1,980	1,790	1,140
Q2 2014-15	5,500	4,270	2,940	2,100	2,050	1,010
Q3 2014-15	4,090	3,210	2,650	2,110	1,650	N/A
Q4 2014-15	4,570	3,420	2,500	2,130	1,190	N/A
Total	110,510	85,960	35,120	23,260	23,470	14,390

⁵ Where an individual has both a supported and unsupported outcome, the first outcome is counted here.

⁶ Unsupported employment sustained for at least six months.

⁷ 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 All four quarters	Of which have started Work Choice	Of which have achieved a job outcome
Shaw Trust	63,780	13,250	9,880	12,610	16,110	11,930	50,440	21,900
Advance Housing and Support Ltd	4,070	820	520	990	1,070	670	3,020	980
CDG Wise Ability Ltd	2,900	950	370	480	660	440	2,460	1,000
Momentum	2,710	600	400	550	610	550	2,280	1,030
Ingeus UK Ltd	3,990	650	650	870	1,010	800	2,840	970
The Pluss Organisation	8,890	2,180	1,330	1,660	2,110	1,620	7,000	2,740
Seetec	6,390	770	1,020	1,320	1,650	1,630	4,160	1,340
Working Links	17,780	4,310	3,040	3,290	4,060	3,080	13,770	5,160
Total	110,510	23,520	17,190	21,780	27,280	20,740	85,960	35,120

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 All four quarters	Of which have started Work Choice	Of which have achieved a job outcome
CPA1 - Highlands, Islands, Clyde Coast and Grampian	2,710	600	400	550	610	550	2,280	1,030
CPA2 - Forth Valley, Fife and Tayside	2,540	630	360	550	520	480	2,190	1,030
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	3,140	610	450	720	770	590	2,320	1,060
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	3,570	760	530	780	880	630	2,720	1,250
CPA5 - North and Mid Wales, South East Wales	3,510	820	650	650	820	560	2,920	1,110
CPA6 - South West Wales, South Wales Valleys	5,650	1,400	860	1,050	1,220	1,120	4,910	2,470
CPA7 - Northumbria, South Tyne and Wear Valley	3,640	970	470	710	850	650	2,900	1,230
CPA8 - North and East Yorkshire and The Humber, Tees Valley	3,750	930	600	750	880	590	3,070	1,180
CPA9 - Cumbria and Lancashire	2,720	580	590	510	540	500	2,120	1,130
CPA10 - Greater Manchester East and West, Greater Manchester Central	5,320	700	930	1,180	1,470	1,030	3,820	1,620
CPA11 - Merseyside, Cheshire, Halton and Warrington	4,160	730	640	820	1,170	810	3,310	1,330
CPA12 - West Yorkshire	4,950	850	820	1,010	1,320	940	3,560	1,190
CPA13 - Derbyshire, South Yorkshire	5,180	740	880	1,130	1,430	990	3,920	1,660
CPA14 - Nottingham, Lincolnshire and Rutland	3,910	640	440	810	1,290	730	3,100	1,240
CPA15 - Leicestershire and Northamptonshire	3,010	690	550	610	700	450	2,440	790
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	5,070	950	900	1,030	1,250	950	4,060	1,750
CPA17 - Birmingham and Solihull, Black Country	4,070	820	520	990	1,070	670	3,020	980
CPA18 - Cambridgeshire and Suffolk, Norfolk	4,050	1,110	590	690	910	750	3,300	1,420
CPA19 - Bedfordshire and Hertfordshire, Essex	5,690	1,240	730	1,010	1,590	1,130	4,220	1,620
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	2,710	470	460	420	760	600	1,770	600
CPA21 - Central London, West London, Barnet, Enfield and Haringey	6,390	770	1,020	1,320	1,650	1,630	4,160	1,340
CPA22 - Lambeth, Southwark and Wandsworth, South London	3,990	650	650	870	1,010	800	2,840	970

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 All four quarters	Of which have started Work Choice	Of which have achieved a job outcome
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	2,530	470	420	460	730	450	2,110	850
CPA24 - Hampshire and Isle of Wight	2,900	950	370	480	660	440	2,460	1,000
CPA25 - Kent, Surrey and Sussex	5,660	1,450	850	1,100	1,280	990	4,290	1,720
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	2,890	890	530	500	500	490	2,340	930
CPA27 - Dorset and Somerset	2,860	780	490	440	610	540	2,390	1,080
CPA28 - Devon and Cornwall	3,950	1,320	510	650	790	680	3,440	1,550
Total	110,510	23,520	17,190	21,780	27,280	20,740	85,960	35,120

Table 4: Number of referrals by Primary Disability and financial quarter⁸

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 All four quarters	Of which have started Work Choice	Of which have achieved a job outcome
Missing / Unknown	24,680	23,520	1,020	N/A	20	110	21,690	7,510
Conditions Restricting Mobility / Dexterity	12,540	N/A	2,110	3,320	4,200	2,910	9,390	4,080
Visual Impairment	2,830	N/A	590	710	880	650	2,070	840
Hearing and / or Speech Impairment	4,310	N/A	940	1,040	1,300	1,030	3,190	1,400
Long-term Medical Conditions	9,360	N/A	1,510	2,450	3,050	2,350	6,930	3,130
Moderate to Severe Learning Disability	8,230	N/A	2,150	1,970	2,390	1,720	6,150	2,350
Mild Learning Disability	15,110	N/A	3,060	3,500	4,630	3,920	11,720	5,110
Severe Mental Illness	1,010	N/A	230	280	290	210	710	280
Mild to Moderate Mental Health condition	16,710	N/A	2,840	4,450	5,440	3,980	12,360	5,490
Neurological Conditions	4,330	N/A	880	1,130	1,320	1,000	3,260	1,400
Multiple Conditions	11,430	N/A	1,850	2,930	3,770	2,870	8,490	3,530
Total	110,510	23,520	17,190	21,780	27,280	20,740	85,960	35,120

⁸ Primary Disability information is only recorded on LMS for referrals from 3rd May 2011 onwards. Those with a "Missing / Unknown" primary disability from 2013-14 onwards, are individuals in receipt of Universal Credit. This is due to referrals from individuals in receipt of Universal Credit not being recorded on LMS, but are however derived from PRaP. Primary disability is not currently being captured on PRaP.

Table 5: Number of referrals by financial quarter and benefit claimed / participation on employment programme four weeks prior to programme referral⁹

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 All four quarters	Of which have started Work Choice	Of which have achieved a job outcome
No benefit / employment programme	13,560	6,650	1,280	1,520	2,110	2,000	11,530	5,910
JSA (without DLA)	44,890	4,560	7,640	10,580	13,000	9,110	33,420	12,930
JSA and DLA	20,280	2,710	3,970	4,600	5,270	3,720	15,730	5,720
IB/SDA/ESA (without DLA)	8,510	810	1,120	1,620	2,500	2,460	6,330	2,770
IB/SDA/ESA and DLA	10,390	1,700	1,830	2,150	2,720	1,990	7,760	2,520
DLA (without JSA or IB/SDA/ESA)	12,150	6,910	1,290	1,210	1,530	1,220	10,640	5,010
UC	130	N/A	N/A	N/A	20	110	80	40
Other combination of benefit / employment programme	600	170	70	100	140	130	480	220
Total	110,510	23,520	17,190	21,780	27,280	20,740	85,960	35,120

⁹ Other combinations of benefit / employment programme category includes those not in receipt of Jobseekers Allowance (JSA), Disability Living Allowance (DLA), Incapacity Benefits (IB/SDA/ESA) or Universal Credit (UC), 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 outcome¹⁰

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	16,380	91.2%	6,240	38.1%	5,050	30.8%
Q4 2010-11	5,570	4,440	79.7%	1,040	23.5%	540	12.1%
Q1 2011-12	4,050	3,160	77.9%	930	29.3%	530	16.9%
Q2 2011-12	3,690	2,890	78.3%	760	26.3%	340	11.6%
Q3 2011-12	3,960	3,030	76.5%	970	32.2%	450	14.9%
Q4 2011-12	5,500	4,210	76.7%	1,470	34.8%	660	15.6%
Q1 2012-13	4,780	3,620	75.8%	1,410	38.9%	590	16.3%
Q2 2012-13	5,210	3,890	74.7%	1,650	42.4%	690	17.8%
Q3 2012-13	5,310	3,950	74.4%	1,750	44.4%	700	17.8%
Q4 2012-13	6,490	4,840	74.6%	2,370	49.0%	970	20.0%
Q1 2013-14	6,230	4,670	75.1%	2,290	49.0%	N/A	N/A
Q2 2013-14	6,880	5,110	74.2%	2,200	43.1%	N/A	N/A
Q3 2013-14	6,780	5,020	73.9%	2,170	43.2%	N/A	N/A
Q4 2013-14	7,390	5,500	74.3%	2,690	48.8%	N/A	N/A
Q1 2014-15	6,570	4,910	74.7%	N/A	N/A	N/A	N/A
Q2 2014-15	5,500	4,030	73.2%	N/A	N/A	N/A	N/A
Q3 2014-15	4,090	3,120	76.4%	N/A	N/A	N/A	N/A
Q4 2014-15	4,570	N/A	N/A	N/A	N/A	N/A	N/A
Total	110,510	85,960	77.8%	35,120	40.9%	14,390	16.7%

¹⁰ 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.