



Department
for Work &
Pensions

Work Choice: Official Statistics

May 2016

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 2016**. 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.

This publication has been revised to take account of the new contract for Work Choice, which came into effect for all providers from 25th October 2015. Before this date customers were referred to the Original Contract (2010) and after this date to the Extended Contract (2015).

The main change in relation to these statistics is the change in the definition of short job outcomes, from 'expected to last 13 weeks' for the Original Contract to 'has lasted at least 13 weeks' for the Extended Contract.

Although significant numbers of individuals have been referred under the Extended Contract, there is minimal impact on job outcome levels since the majority of these individuals have not have enough time to have moved into employment:

- there is minimal impact on total job outcomes levels: the significant majority achieved in this period are under the Original Contract;
- there is no impact on the cohort analysis looking at the proportion that have achieved a job outcome: this analysis (Section 2) relates only to individuals referred under the Original Contract at present.

In the current financial year (1st April 2015 – 31st March 2016) there were:

- 15,330 referrals for 13,970 individuals¹, of which 9,000 were referrals to the original contract and 6,330 were referrals to the extension contract;
- 11,340 starts for 10,890 individuals, of which 7,030 were starts on the original contract and 4,320 were starts on the extension contract;
- 7,900 job outcomes² for 7,710 individuals³, of which 7,670 were job outcomes on the original contract and 230 were job outcomes on the extended contract.

In the previous financial year (1st April 2014 – 31st March 2015) there were:

- 20,870 referrals for 18,910 individuals;
- 16,070 starts for 15,310 individuals;
- 12,020 job outcomes² for 11,450 individuals.

¹ A person can be referred to / start Work Choice more than once in the period, and as a result can obtain more than one job outcome in the period. Therefore the number of individuals is less than the number of referrals / starts / job outcomes.

² Only one job outcome per Work Choice start is captured in the total job outcomes figure. So if an individual gains a supported job outcome, which then becomes unsupported after a period of time, only the first job outcome is counted.

³ These job outcome figures are likely to be revised upwards in future releases and should therefore be regarded with a degree of caution, this is due to a time lag between the job start and when Providers record the start date for some unsupported job outcomes.

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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 2016**. The accompanying excel tables 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 individual need. It focuses on helping individuals to achieve their full potential and move 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 employment (or self-employment) of 16 hours or more a week that is supported by Work Choice, 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 database⁴. 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.

⁴ Referrals and starts from individuals in receipt of Universal Credit are derived from the Provider Referrals and Payments System (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 2015 to 31st March 2016)

2.1.1 Referrals

15,330 referrals for 13,970 individuals.⁵ Of which:

- 8,770 were for new customers on the original contract, and 6,100 were for new customers on the extended contract;
- 230 were for transitional⁶ / retention⁷ customers on the original contract, and 230 were for retention customers on the extended contract.

2.1.2 Starts

11,340 starts for 10,890 individuals. Of which:

- 6,910 were for new customers on the original contract, and 4,220 were for new customers on the extended contract;
- 120 were for transitional / retention customers on the original contract, and 100 were for retention customers on the extended contract.

2.1.3 Job Outcomes

7,900 job outcomes^{8,9} for 7,710 individuals. In total there were:

- 4,860 supported job outcomes and 4,570 unsupported job outcomes on the original contract;
- 130 supported job outcomes and 120 unsupported job outcomes on the extended contract.

⁵ A person can be referred to / start Work Choice more than once in the period, and as a result can obtain more than one job outcome in the period. Therefore the number of individuals is less than the number of referrals / starts / job outcomes.

⁶ Individuals who transferred over to Work Choice from WORKSTEP are referred to as Transitional customers.

⁷ 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.

⁸ For each Work Choice spell, an individual can obtain a supported and unsupported outcome in the same reporting period. In this instance, they would be counted once in each of the supported and unsupported totals, but only once in total in the total job outcomes.

⁹ These job outcome figures are likely to be revised upwards in future releases and should therefore be regarded with caution, this is due to a time lag between the job start and when Providers record the start date for some unsupported job outcomes.

Cohort analysis

Looking at a six-month cohort of Work Choice programme starts between 1st April 2015 and 30th September 2015¹⁰, there were 5,750 starts to Work Choice in this period. Of these, 3,520 (61.2%) had obtained a job outcome by 31st March 2016¹¹.

¹⁰ All of these claimants will have been referred to the Original Work Choice contract.

¹¹ This cohort analysis is slightly different to the cohort analysis in Table 6. The cohort used here is more recent and allows individuals 6-12 months from their start date to obtain a job outcome, whereas Table 6 includes individuals that have had at least 12 months from their referral date to obtain a job outcome.

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, and in April 2015 Remploy were awarded a Work Choice Contract. However 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.

Referrals to Work Choice are made by JobCentre Plus Disability Employment Advisors (DEAs); Work Coaches; and specialist advisors. These advisors ensure that only eligible and suitable disabled people are referred. Referrals to these advisors may be made from a number of sources – e.g. Work Choice providers including Remploy, external partners, and customer/claimant self-referrals.

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. Providers are expected to be flexible to the needs of customers/claimants. The support could include one to one help or less intensive support and advice depending on the participant's needs.

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.

4 Analysis of those referred to the extended Work Choice contract

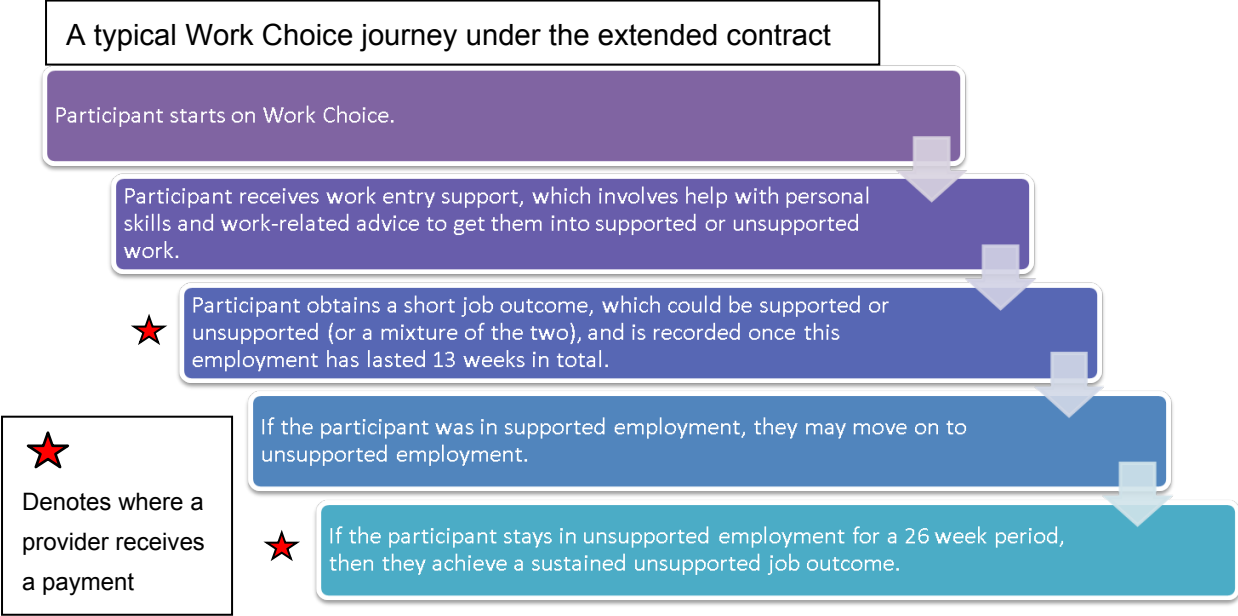


Chart 1 below shows that the most frequent primary disabilities for Work Choice referrals under the Extended Contract include Conditions Restricting Mobility / Dexterity, Mild Learning Disability, and Mild to Moderate Mental Health condition. These conditions make up around half of all programme starters.

Chart 2 below shows that just over half of all Work Choice referrals under the extended Contract were claiming JSA and around 20% were claiming IB/ SDA/ ESA.

Chart 1: Work Choice referrals under the Extended Contract by Primary Disability¹²

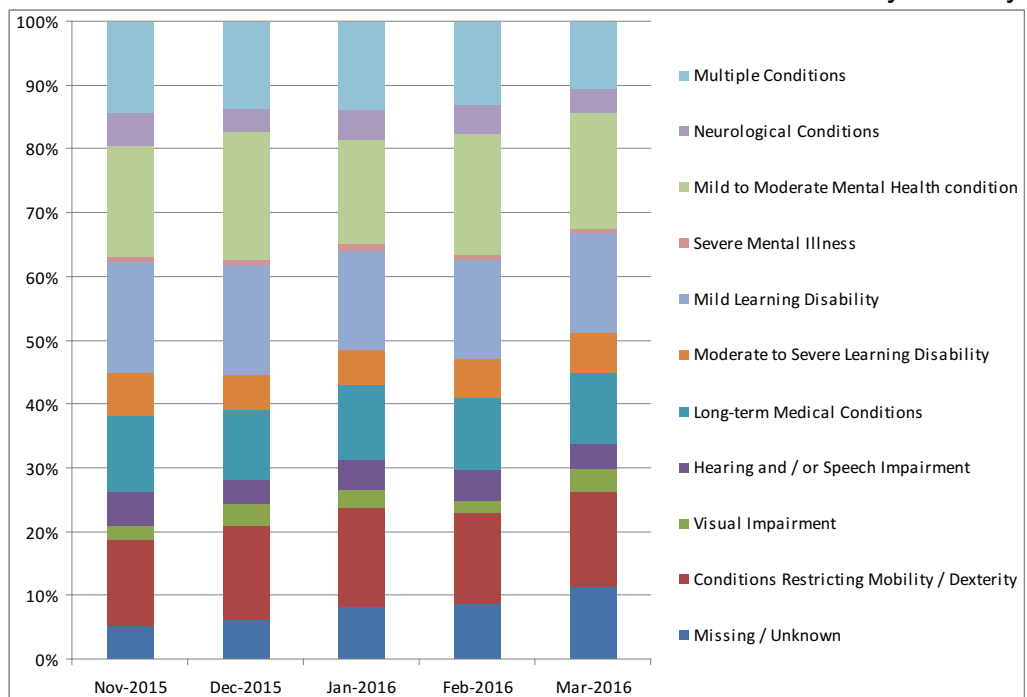
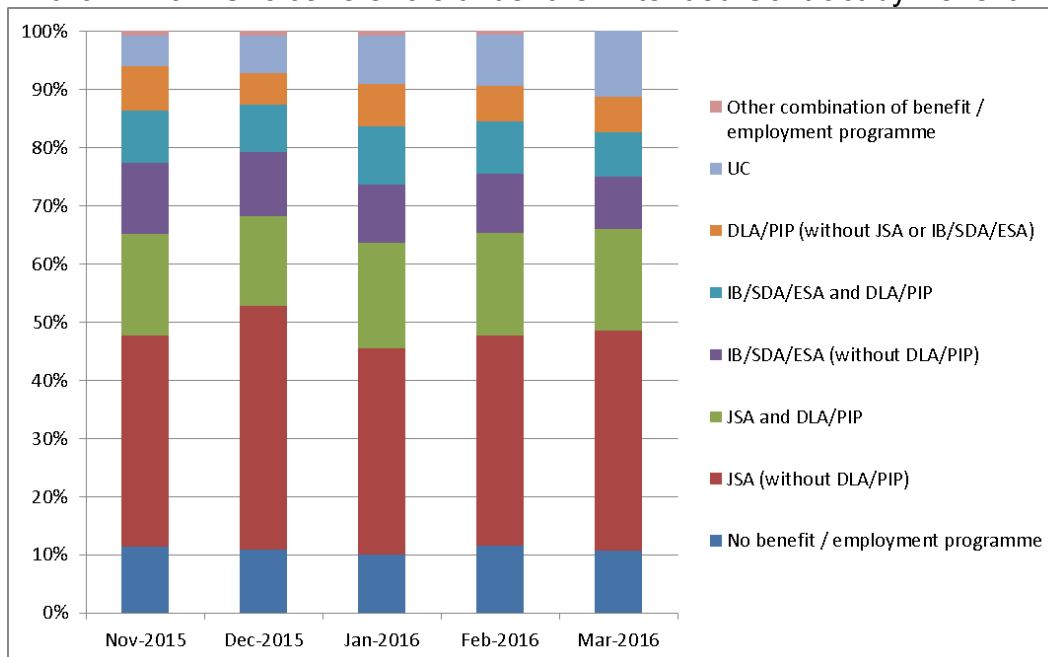


Chart 2: Work Choice referrals under the Extended Contract by Benefit^{13 14}



¹² 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.

¹³ The benefit type refers to benefit claimed / participation on employment programme four weeks prior to programme referral.

¹⁴ 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.