





Quarterly Work Programme National Statistics to Mar 2016

Work Programme was launched throughout Great Britain in June 2011. It is part of a number of welfare to work reforms aimed at getting unemployed people into lasting work. Private and public companies called providers work with claimants sent to them from Jobcentre Plus at specified points in their claim. Providers are paid when an individual reaches six months in work, or three months for those expected to require more assistance. Providers are also paid for further work beyond this, usually up to a maximum of one additional year or a little over a year and half for the harder to help groups.

Main findings

Minimum performance levels have been exceeded for each contract over the past twelve months. The Department calculates expectations of what providers should deliver. Three claimant types have contractual minimum performance levels.

Results against the Department's transparency measure have continuously improved since the start of the programme. This measure applies to all claimant types. Overall, the proportion of participants achieving sustained employment by the 12 month point is more than twice that of the earliest joiners. January shows one of the highest ever levels, well above minimum expectation.

Claimant type	Contracts performing above Minimum Expected Levels	Transparency measure		
		Each intake after year	Current level	Level of expectation
All participants	n/a		1 in 5 people	Around 1 in 10
18 to 24 year old JSA claimants	39 / 39		Nearly 1 in 4	A little over 1 in 7
JSA claimants aged 25 and over	39 / 39		Nearly 1 in 4	A little over 1 in 9
ESA new claimants	39 / 39		1 in 7	Around 1 in 14

Participants who have recently completed a year on the programme are achieving some of the highest ever levels of sustained work. Each aggregated group is above its minimum performance level. In particular, the **other ESA group** has attained its expected levels for the first time.

Just under 1.84 million people have joined Work Programme, of which five thousand eight hundred were claiming Universal Credit. **About 28% of those with sufficient time to do so spent at least six months in work (or three for the harder to help)**; 522 thousand individuals in total. Also, a further 33 thousand Unclaimed Outcomes have been paid. These are job outcomes identified by the Department relating to referrals from Jun11-Feb13, which have not been successfully claimed by the provider. The providers are paid for these at a reduced rate. Unclaimed outcomes are not included in the reported Job Outcome statistics.

Around 1.56 million individuals have completed their allotted time on the scheme. Of those completing the programme, approaching a quarter were still in work at the two year point (or providers had received the maximum payments).



Department
for Work &
Pensions



Contact

Lead Statistician: Will Olivier
Data and Analytics

Department for Work & Pensions
Caxton House
Tothill Street
London
SW1H 9NA

Telephone: 0207 449 5630

Email:

william.olivier@dwp.gsi.gov.uk

Press Office: 0203 267 5129

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Introduction

This release contains the latest Work Programme National Statistics on people joining and those gaining sustained employment up to 31 March 2016.

In this document

Claimants are classified to one of nine Payment Groups and randomly allocated to a provider in their area. To reflect claimants needs and DWP contracts with providers, throughout this summary document JSA Claimants aged 18 to 24 (Payment Group 1), JSA Claimants aged 25 and over (Payment Group 2) and ESA new customers (Payment Group 6) are presented individually. Payment Group 6 is presented excluding 12 month prognosis claimants. These have been grouped with Payment Groups 5, 7, and 8 and presented together as “Other ESA/IB”. Referrals to Payment Group 8 ceased in March 2015. Payment Groups 3, 4 and 9 are presented together as “other JSA”. Providers are paid when an individual reaches six months in work for JSA ages 18-24 and JSA aged 25 plus (and most of the JSA other groups) or three months for the ESA groups (and some limited other JSA groups).

Providers are paid when an individual reaches six months in work (or three months for those expected to require more assistance) and also for further work beyond this. Validation procedures ensure that only valid outcomes are paid for. The National Statistics use data from these procedures to reflect the final outcomes.

The statistics are released quarterly in September, December, March and June and are primarily sourced from data originally collected via administrative systems. To reflect any updates, the full historical statistical series is refreshed with each release and so previous figures may be updated based on new data. Each scheduled release of Work Programme National Statistics is subject to a complete historical revision to previous figures as well as entirely new records relating to the latest time period i.e. they are fully retrospective. The Department’s policy statement describes more generally how DWP will handle revisions. For more details see our [background information note](#).

The UK Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.

Changes in this release include

- Demographic information is illustrated for the first time
- Disclosure control methods have been modified.
- Historical validation factors have been improved using HMRC RTI data

For details see the [background information note](#).

Future Releases

The next release will be on 22 September 2016. This will contain data to 30 June 2016.

Summary of additional available data

All the information underlying the charts and figures featured in this summary are included in accompanying ODS tables.

This includes tables on those joining the Work Programme, those that achieve three/six months in employment, those that stay in employment longer, the benefit status of participants and the current status of all participants.

The other statistical products we release include further breakdowns by age, gender, disability indicator, ethnicity, primary health condition (for IB and ESA Claimants) and lone parent status (for JSA and IS Claimants)

Lower level geography information is available by local authority, parliamentary constituency and Jobcentre Plus district. Information is also broken down by contract, contract package area and Payment Group.

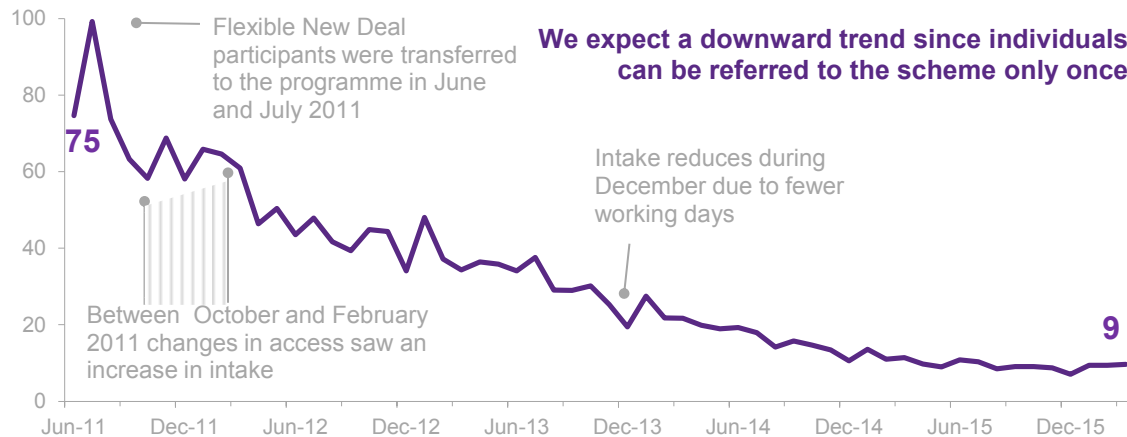
This summary provides an overview. The presentation in the other statistical products are more detailed and reflect the terminology used in the Work Programme process. Page 10 provides an overview of the Work Programme and key terminology.

Joining the Work Programme

The Work programme uses private and public companies, called providers to find work for claimants transferred from Jobcentre Plus at specific points in their claim.

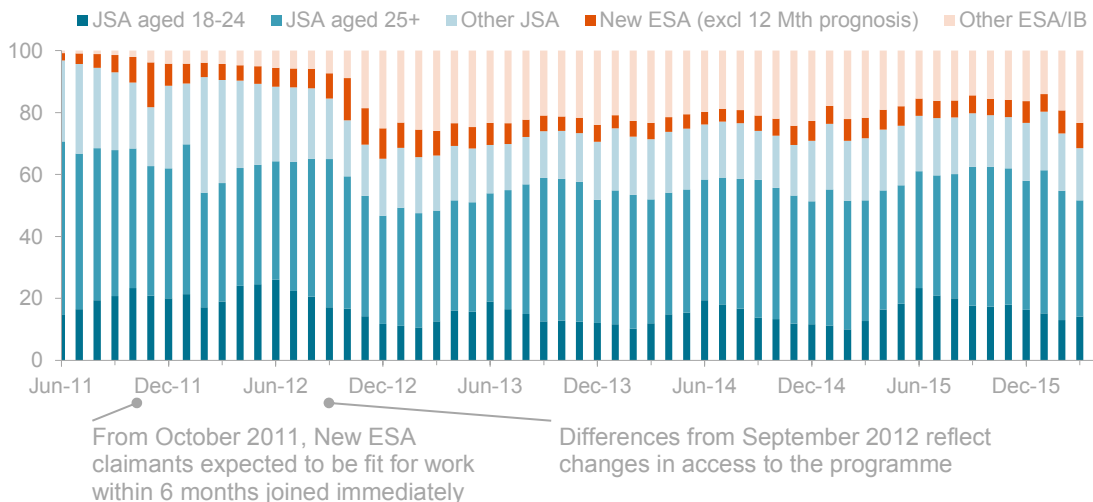
Monthly intakes are decreasing

Intake in thousands in each month from June 2011 - March 2016



The makeup of monthly intakes has been changing

Percentage of each monthly intake made up by each customer group



Main findings

The number of individuals joining each month has been decreasing. Since individuals generally remain on the Work Programme for 2 years, the overall number of people on the Work Programme increased month on month until late May 2013, at which point the first intake began to complete the Programme.

From February 2015 the number of people in each intake has plateaued, with intake sizes typically between 7 and 11 thousand.

See [Table 1.1](#) for full data.

Later intakes contain a higher proportion of individuals expected to require more support and assistance. Just under a third of the March 2016 intake is from ESA groups compared to less than 5% in the first intakes to the scheme.

Differences since September 2012 reflect changes in access to the Programme, especially for ESA claimants including the introduction of information sessions for potential ESA volunteers and a Jobcentre Plus exercise to identify eligible ESA Claimants who had not been referred to the Programme.

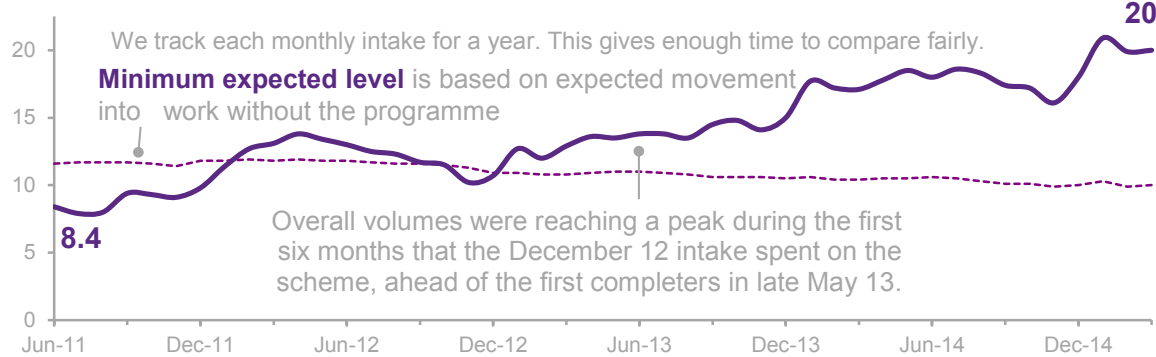
See [Table 1.2](#) for full data.

Three or six months in work

Providers are paid when an individual reaches six months in work, or three months for those expected to require more assistance. DWP have minimum expected levels.

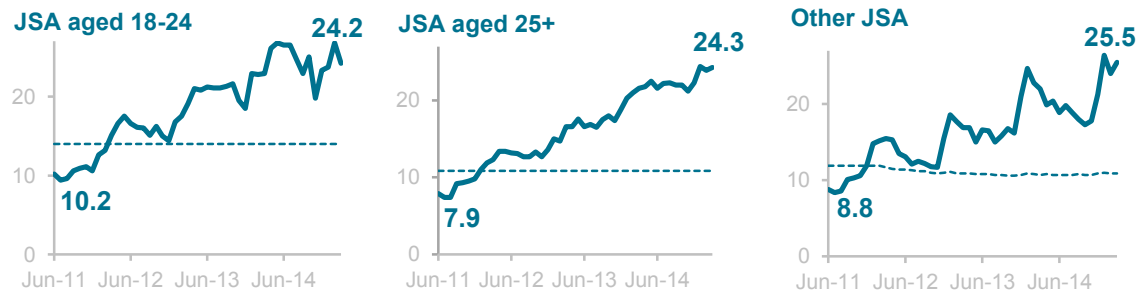
Levels for those at the 12 month point are now above the minimum expected

Percentage of each monthly intake with at least three/six months in work after a year

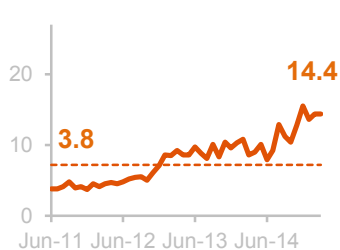


Results vary by payment group

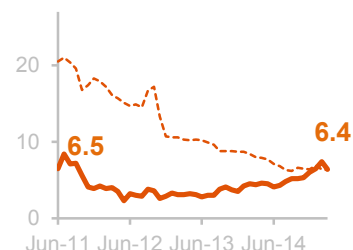
Percentage of each intake with at least 3 (ESA groups) or 6 (most JSA groups) months in work after a year



New ESA claimants



Other ESA/IB



Each dashed line indicates the minimum expected level

This is based on the group makeup of a particular intake. Where we have summarised the groups e.g. the JSA and ESA other, the expected levels are worked out on the proportion of each type of claimant that joined the scheme that month.

Main findings

The proportion of the most recent participants to complete a year on the scheme with at least six months in work (or three if they are expected to need more help) are well above minimum expected levels. For the first time since the start of the scheme, all five aggregated groups of claimants shown have seen an increase to above minimum expected levels.

The performance of the Other ESA/IB group decreased during the initial year. Performance relative to expectation subsequently increased and in this quarter has surpassed it for the first time. The percentage is now about the same level as initially. The initial decrease is likely to be a result of a comparatively small early intake. Since the start of the scheme, this group increased considerably in size, and also included a greater number of harder to help claimants.

Volumes being supported on the scheme increased until late May 2013 when the first intake began to complete. At this point each intake leading up to the December 2012 had at least six months on the scheme with these increasing volumes. This coincides with a decline in the proportion of those with at least three/six months in work after a year. The April 2012 intake was the first to complete before the peak volumes.

See [Table 1.3](#) for full data.

In total 522 thousand individuals have found sustained employment of at least 3 or 6 months whilst on the scheme. This represents 28% of all claimants who have had enough time to achieve it.

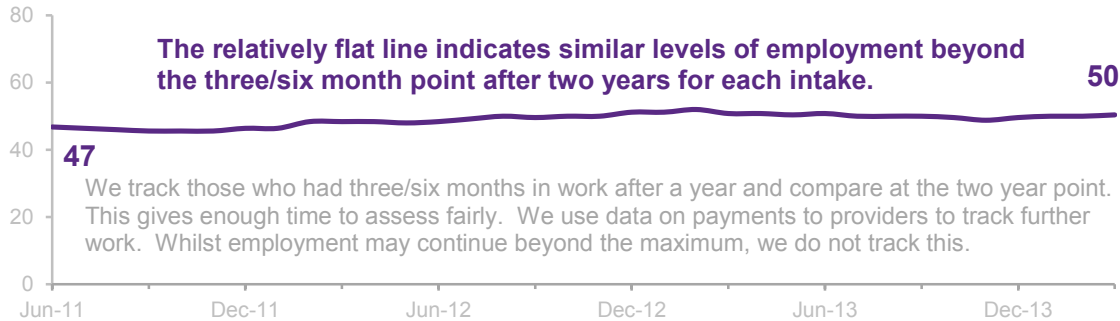
See [Table 1.4](#) for full data.

Staying in work longer than three/six months

Providers are paid more for further employment, usually up to a maximum of an additional one year or a little over a year and a half for the harder to help groups. If individuals remain in work, providers can receive payments after the two year completion point. Payments end following a break in employment after the two year point.

Those with three/six months in work after a year have on average a further eleven months in work after two years

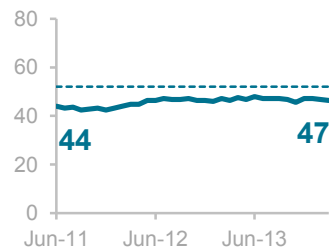
Average further weeks in work at the two year point, by intake



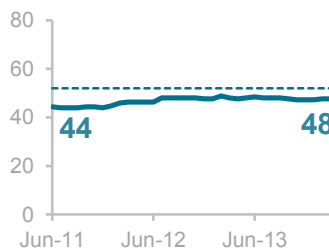
Results vary by group with JSA closer to the maximum measurable time in work

Average further weeks in work at the two year point, by intake

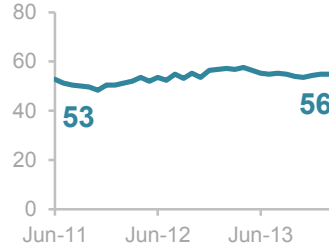
JSA aged 18-24



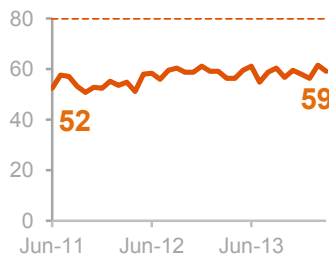
JSA aged 25+



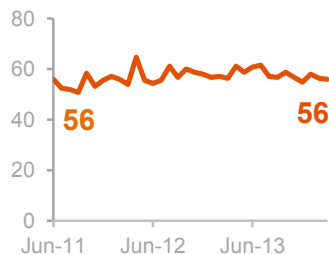
Other JSA



New ESA claimants



Other ESA/IB



Each dashed line indicates the maximum measurable time in work

Where we have amalgamated groups, the Other JSA and Other ESA/IB, no line is presented since the maximum number of payments varies by group.

Main findings

On average those with three/six months in work within a year have a further eleven months in work by the two year point.

We use data on payments to track further work. Providers are paid for further work after the six (or three) month point usually up to a **maximum** of a year (a little over a year and a half for the harder to help groups). Therefore the ESA groups and the Other JSA group have a higher average further time in work although JSA aged 18-14 and 25 plus groups have an average closer to the maximum.

We track those who had three/six months work after a year for a further year. When payments stop, either because the maximum is reached or payments end following a break in employment after the two year point, we can no longer track. Therefore tracking those reaching three/six months in work after the one year point would be on a different basis.

See **Table 1.5** for full data. Currently data is limited to that included in this statistical summary.

In total there were over five and a half million payments made to providers, each equating to a 4 week spell in work after the three/six month point. Two-thirds of these were for JSA claimants aged 18-24 or 25 plus.

See **Table 1.1**, **Table 1.2** and **Table 1.3** for full data.

291 thousand people so far have generated the maximum payments possible.

See **Table 1.7** for full data.

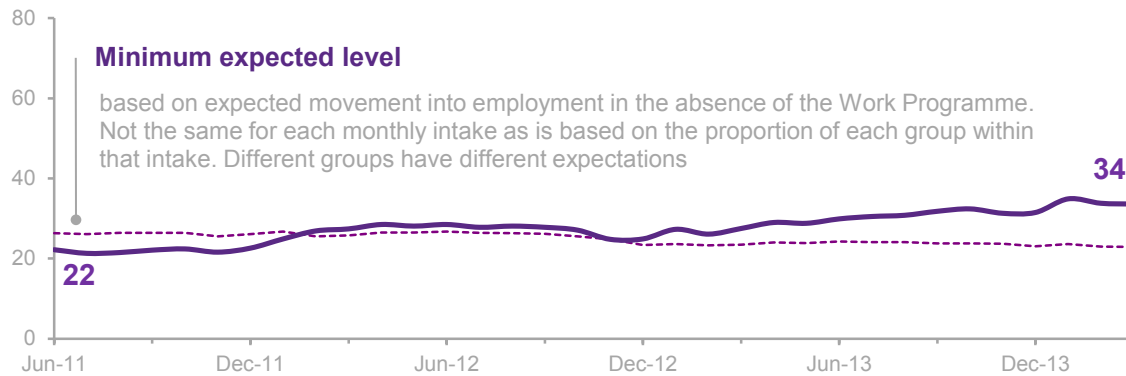
Completing the Work Programme

Once referred, individuals generally remain on the scheme for two years. Those out of work at this point return to Jobcentre Plus. Providers can continue to receive payments after this, up to the maximum allowable, if individuals remain in work. Payments end following a break in employment after the two year point

After two years

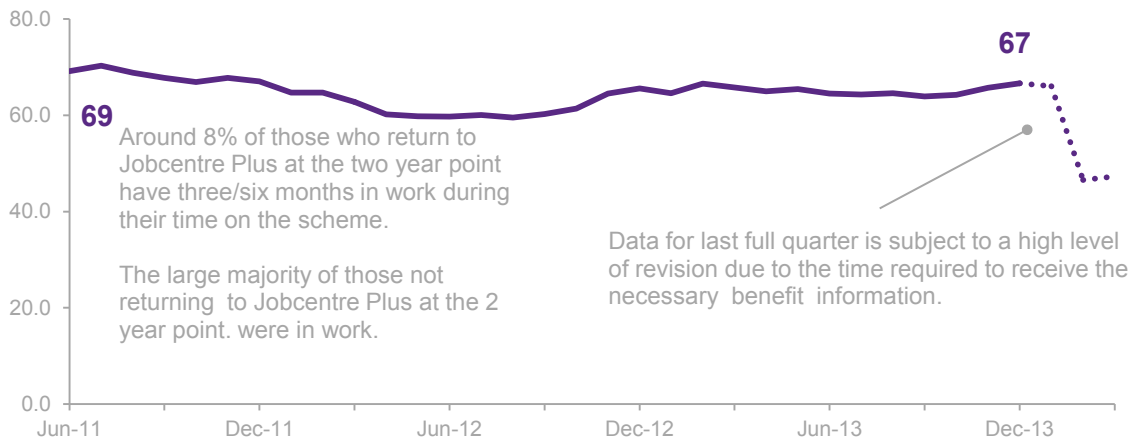
Overall, about a quarter have at least three/six months in work

Percentage of each monthly intake with at least three/six months in work after two years



Overall, around 65% of completers return to Jobcentre Plus

Percentage of each monthly intake returning to JCP at the two year point



Main findings

Of the most recent participants to complete two years on the scheme, a third had a minimum of six months in work (three for the harder to help). This is higher than the level of the earliest intakes which was around 22%, and has remained steady over the last quarter and is currently above expected levels.

See [Table 1.6](#) for full data.

Around 1.56 million individuals have now completed the scheme. Around a million persons returned to Jobcentre Plus at the end of their two years on the programme.

Around 1.8% of completers (a little under 28 thousand individuals) did not attach to the programme or completed early. The remainder were in employment at the end of their 2 years.

See [Table 1.7](#) for full data.

The most recent participants to complete two years on the scheme spent, on average, more than a third of their time on the Work Programme off benefit. This is higher than the level of the earliest intakes where the figure was around a quarter.

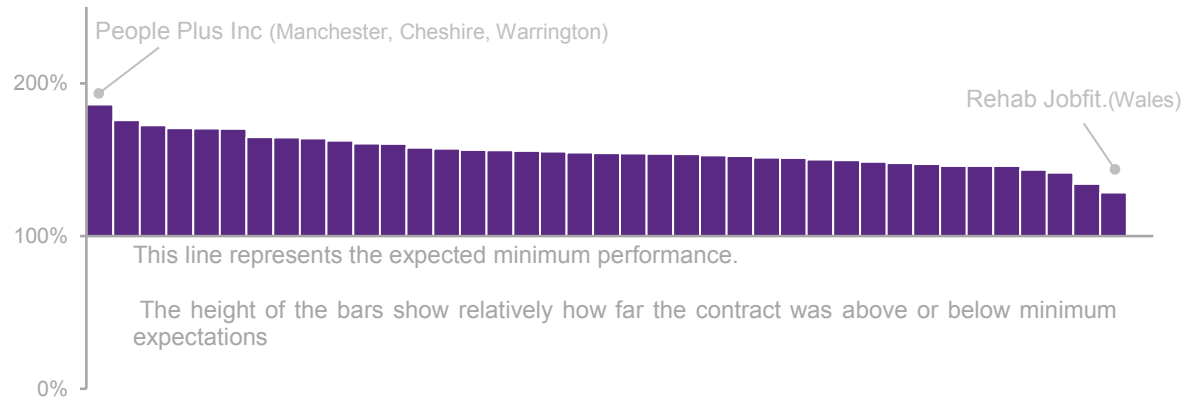
See [Table 1.8](#) for full data.

Contracts and Providers

There are 15 private and public companies called providers holding 41 contracts. 39* are currently assessed on a rolling 12 months against Minimum Performance Levels.

Overall performance over the last year is above expectation for each contract

Percentage difference between minimum expected and actual performance, in the last 12 months by contract.



Results vary by group; however, each contract is above expectations for the three client groups with minimum performance levels

Percentage difference between minimum expected and actual performance, in the last 12 months by contract



Note: Contracts are sorted by performance; therefore their order will be different on each chart. For individual provider results please see table 1.9

Main findings

Minimum performance levels have been exceeded for each contract over the past twelve months (April 2015 to March 2016).

The Department calculates expectations of what providers should deliver. Overall, performance over the last twelve months is above expectations for each contract; the number of individuals reaching three/six months in work totalled 86 thousand, compared to an expectation of 55 thousand.

For more details on the Minimum Performance Levels see our [background information note](#).

Contracts are assessed against JSA aged 18-24, JSA aged 25 plus and New ESA claimant groups. **The minimum performance levels have been exceeded for each contract for all of these groups over the past twelve months.**

For the groups not assessed, Other JSA exceeded the expected performance for each contract over the last twelve months. For the Other ESA group, twenty-seven of the contracts met or exceeded the expected performance. This is the highest number to date.

See [Table 1.9](#) for full data.

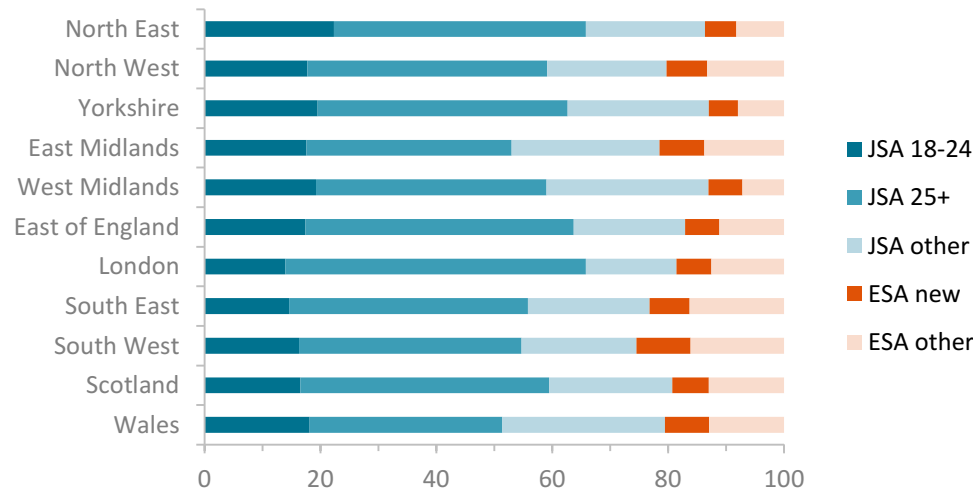
*The figures for the contracts ran by NCG and Maximus in North East Yorkshire and Humber have not been included in these minimum performance level results. This is because they are not currently measured by the contractual MPL measure. See background information note for details.

Demographics of the Work Programme

Tables of figures are available through Stat Xplore

The distribution of claimant groups varies by region

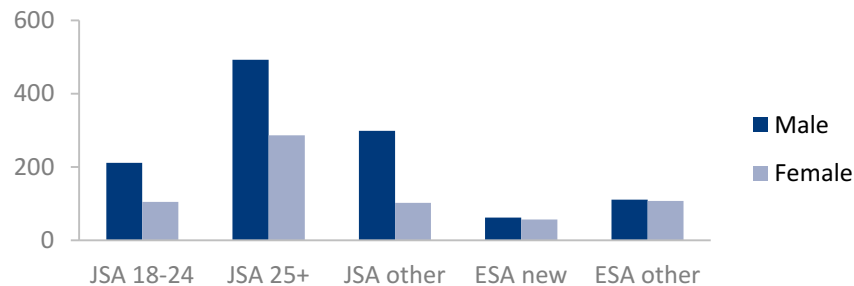
The percentage breakdown of the aggregated groups across regions, as measured by referrals. Yorkshire includes the Humber.



Referrals of unknown region are not included.

The majority of claimants referred are male

Numbers of referrals (thousands) for the aggregated claimant groups.



Referrals of unknown gender are not included.

Main comments on demographics of referrals

The North East is the region with the highest proportion of referrals classified as JSA18-24, at 22%. The proportion across Britain as a whole is 17%. The South West is the region where the combined proportion of all ESA claimants is highest, at 25%. The proportion across Britain is 18%. Wales and the West Midlands have the highest proportions for other types of JSA, both on 28%. The proportion across Britain is 21%.

Within London over half (52%) of all referrals are from claimants classified as JSA 25+. This proportion is considerably higher than for any other region; next highest is the East of England with 46%.

Nearly two-thirds of people joining the Work Programme are male. This is reflected in the fact that over four-fifths of all referrals are for JSA claimants as opposed to ESA, and amongst JSA claimants males outnumber females by over two to one. Amongst ESA claimants a little over half are male.

Just under half of all people who join the Work Programme are under the age of 34. A little over a quarter of ESA claimants are under 34.

Almost 8 in 10 of individuals joining the programme view their ethnicity as "white"; roughly 1 in 15 as "Black/Black British" and just over 1 in 18 as "Asian/Asian British".

Tables 2.10 and 2.11 contain numerical data. See also Stat Xplore for further data.

See [NOMIS](#) for benefit breakdowns.

Work Programme National Statistics: overview and measures

Statistical products

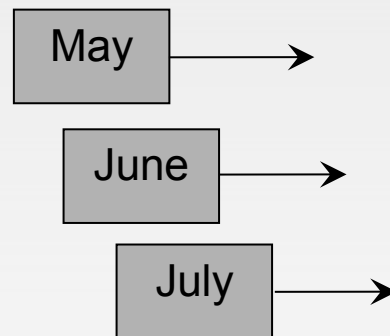
The statistical summary gives an overview. We present key points and trends using charts and commentary. We make the information underlying the charts available as ODS tables. Alongside this we publish a large number of tables and animated charts which enable you to get much more detail by provider, contract, personal characteristics and geography. These are provided via the [Stat-Xplore](#) tool. [Underlying data](#) is also available.

A [background information note](#) provides you with supplementary information on the processes involved in developing and releasing the National Statistics including information on the quality, revisions and known issues. The [Work Programme statistics](#) page provides links to these and other related statistics and research.

Compare monthly intakes over time

Those joining the Work Programme in a particular month compared by total, by group and tracked over the same duration of support.

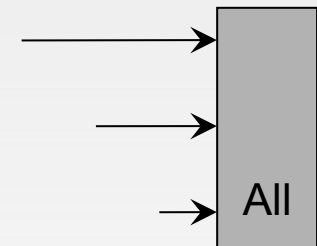
Since providers are paid when individuals reach three or six months in work, this approach avoids comparisons which would include those who have not had long enough to achieve this.



Examine all those joining to date

All of those to have joined the Work Programme up to the reference date of the publication.

Includes totals joining the programme; totals reaching three/six months in work and those staying in work longer. Also includes time series of payments to providers by month of payment and information regarding the current status of individuals (linked to the Work Programme overview on page 10).



Main Measures

The Department publishes a range of [measures](#) to support transparency of public information. For the Work Programme, the transparency indicator is [the proportion of individuals in each monthly intake to reach three/six months in work in their first year](#). For example, for those joining to the Work Programme in June 2011 this is the proportion with at least three/six months in work by the end of June 2012. A two year equivalent is also published.

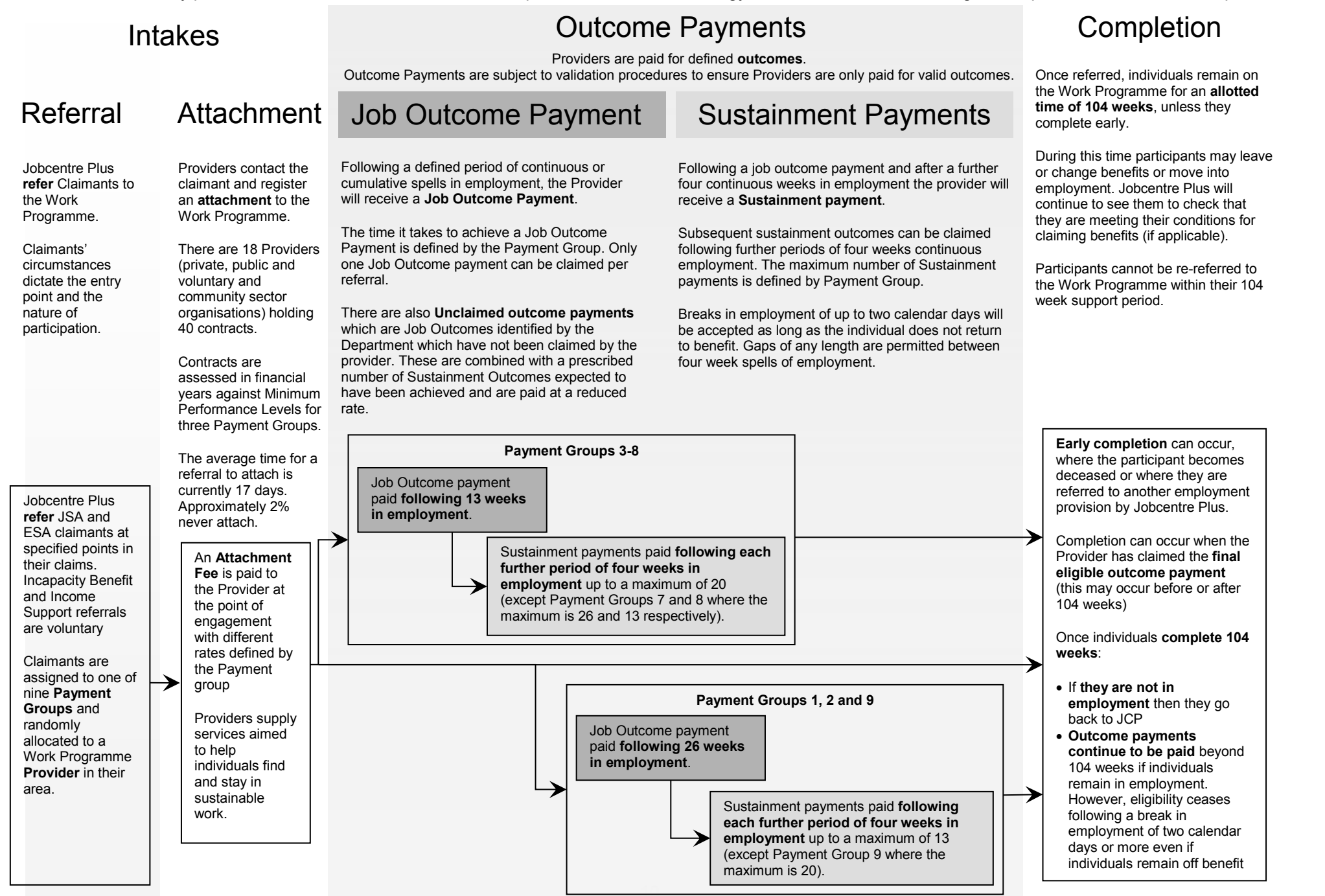
The Department calculates expectations of what providers should deliver. All expectations are based on the analysis of historical data. Job outcome factors have been adjusted using real time information data. See our [background information note](#).

For certain groups (JSA 18-24, JSA 25 and over and ESA new customers -excluding 12 Month prognosis) these expectations are contractual minimum performance levels (MPLs). This means that if providers do not achieve them, they may be subject to a formal performance improvement process.

From March 2015 provider performance is assessed against a new contractual measure on a quarterly rather than annual basis. At the end of each quarter (aligned to financial years) the number of individuals reaching six months in work (or three months for those expected to require more assistance) in the prior twelve months are measured against MPLs (for each contract and for JSA aged 18-24, JSA aged 25 plus and New ESA claimant groups payment). For more information please see our [background information note](#).

Programme overview and terminology

The statistical summary presents an overview. The other statistical products contain terminology which reflects the Work Programme processes. These are explained here.



Notes

Work Programme Statistics

Our background information note provides further information on the Work Programme and Work Programme National Statistics. A technical annex in this note provides information on some of the processes involved in developing and releasing National Statistics on the Work Programme.

<https://www.gov.uk/government/statistics/work-programme-official-statistics-background-information-note>

Employment Programme Statistics

Statistics and future release dates for Work Programme and pre-Work Programme employment support are available here: <https://www.gov.uk/government/publications/employment-programme-official-statistics>

Other National and Official Statistics

Details of other National and Official Statistics produced by the Department for Work and Pensions can be found on the DWP website at the following links:

- A list of Tabulation Tools: <https://www.gov.uk/government/organisations/department-for-work-pensions/series/dwp-statistics-tabulation-tool>;
- Stat-Xplore: <https://stat-xplore.dwp.gov.uk/>
- A schedule of statistical releases over the next 12 months and a list of the most recent releases: <https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics> ;
- In accordance with the Code of Practice for Official Statistics, all DWP National Statistics are also announced via the UK Statistics Authority publication hub at: http://www.statistics.gov.uk/hub/statistics-producers/publications/index.html?newquery=*%&source-agency=Work+and+Pensions&pagetype=release-landing-page

In addition, users can find links to DWP additional statistical analyses that have not been included in our standard publications at <https://www.gov.uk/government/organisations/department-for-work-pensions/series/ad-hoc-statistical-publications-list>

If you would like to receive occasional e-mails from DWP to directly inform you of documents seeking the views of users, please email general.statistics@dwp.gsi.gov.uk giving details of the DWP publications you use.

Profiles

The Office of Budget Responsibility produces an independent aggregate Claimant count projection that is the basis of the Department's forecasting of Jobseeker's Allowance. The Department produces inflow and off-flow projections consistent with this overall projection, including splits into over and under 25 age groups, using assumptions based on trends in historical data.

Indicative Claimant volumes attaching to the Work Programme from the jobseeker's allowance (JSA) 18-24 group are profiled by applying an assumption about the rate of attachment of eligible Claimants to the Department's forecast volumes of JSA 18-24 year olds that reach the 9 month threshold stage of their claims.