

# Quarterly Work Programme National Statistics to Sep 2015





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 an additional one 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 levels at the 12 month point are now more than twice those of the earliest joiners. The latest three claimant intakes to complete a year on the scheme (July, August and September 2014) show among 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 6 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 5	A little over 1 in 9
ESA new claimants	39 / 39		Nearly 1 in 9	Around 1 in 14

The **JSA aged 25+** claimant group is showing its highest ever levels for the latest three monthly intakes. The **JSA aged 18-24** and **other JSA groups** have fallen since the last quarter. For the **other ESA group**, levels remain below the minimum expected.

Almost 1.79 million people have joined Work Programme, of which a little under two and a half thousand were claiming Universal Credit. **Over a quarter of those with sufficient time to do so spent at least six months in work (or three for the harder to help)**; 482 thousand individuals in total. Also, a further 24 thousand Unclaimed Outcomes have been paid. These are job outcomes identified by the Department relating to referrals from Jun11-Aug12, which have not been successfully claimed by the provider. The providers are paid for these at a reduced rate.

**Around 1.4 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).



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# Introduction

This release contains the latest Work Programme National Statistics on people joining and those gaining sustained employment up to 30 September 2015.

## In this document

Claimants are assigned to one of nine Payment Groups and randomly allocated to a provider in their area. To reflect your 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

- Unclaimed Outcome Payments are reported for the first time.

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

## Future Releases

The next release will be on 17th March 2016. This will contain data to 31<sup>st</sup> December 2015.

## Summary of additional available data

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

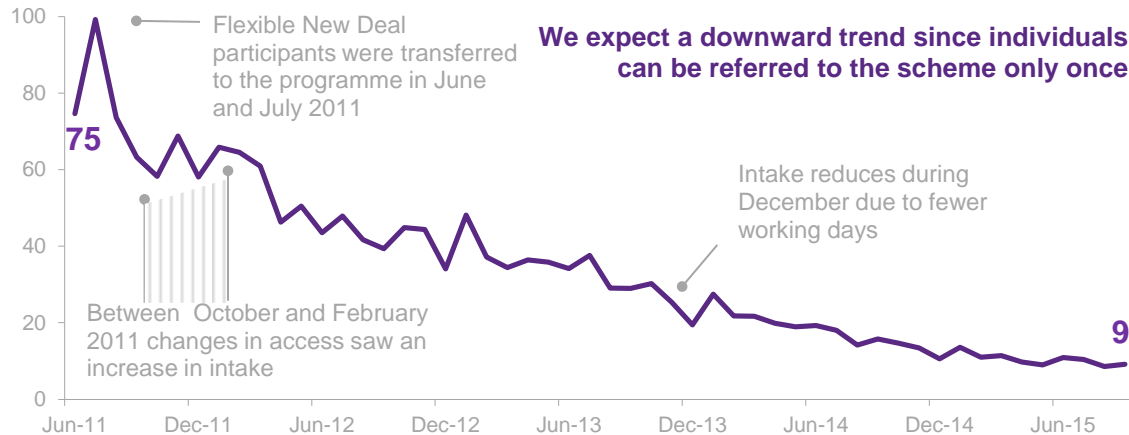
This summary provides an overview. The presentation in the other statistical products are more detailed and reflect the terminology used in the Work Programme process. Page 10 provides an overview of the Work Programme and key terminology.

# 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 - September 2015



## Main findings

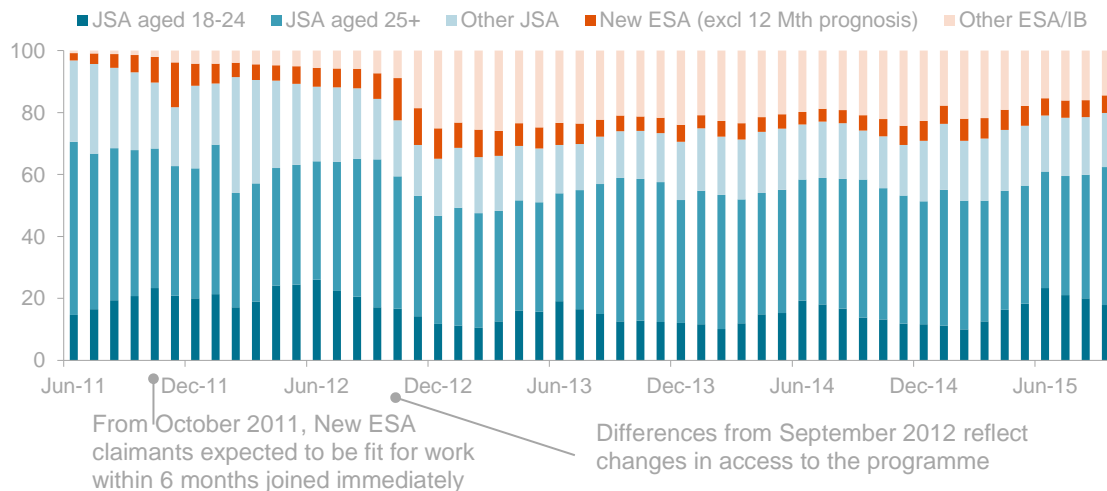
**The number of individuals joining each month has been decreasing.** Since individuals generally remain on the Work Programme for 2 years, until late May 2013, the overall number being supported increased month on month, at which point the first intake began to complete the Programme.

From February 2015 the number of people in each intake has plateaued, with intake sizes typically between 9 and 11 thousand.

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

## The makeup of monthly intakes has been changing

Percentage of each monthly intake made up by each customer group



**More recent intakes contain a higher proportion of individuals expected to require more support and assistance.** A little over a fifth of the September 2015 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.

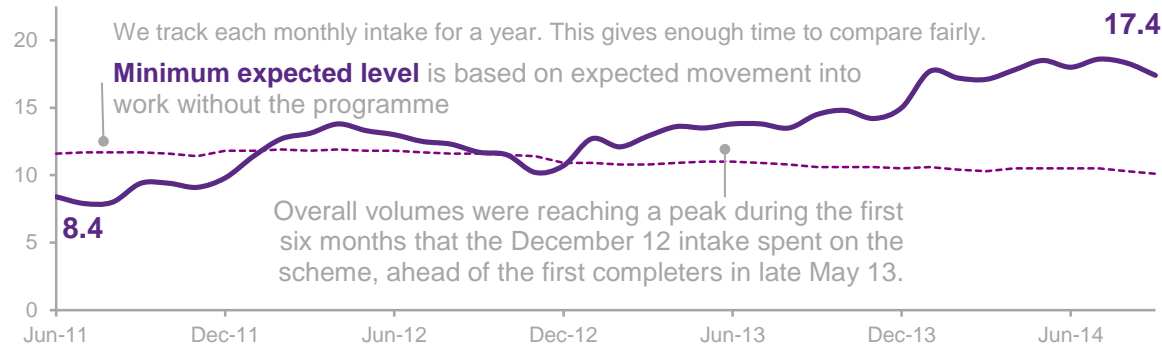
See [Table 1.2](#) for full data.

# 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.

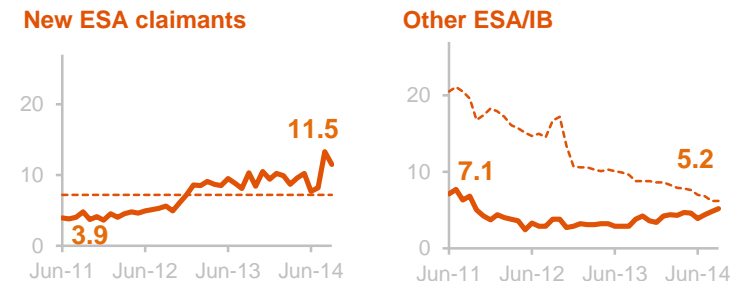
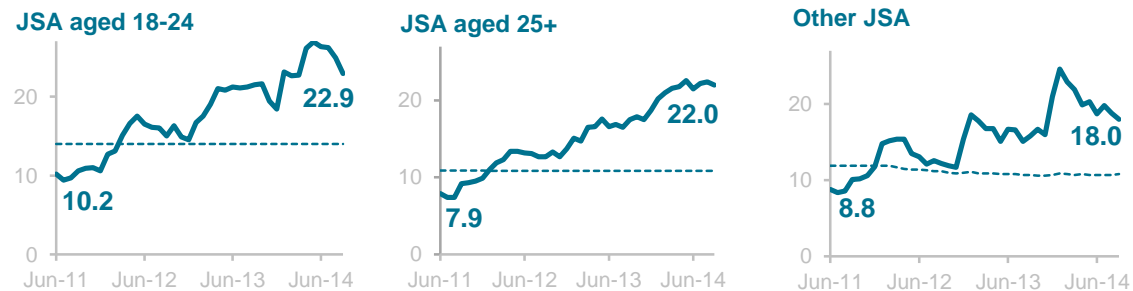
## Levels for those at the 12 month point are now above the minimum expected

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



## Results vary by group with JSA doing better than ESA

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



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. They are also over twice the levels of the earliest intakes.** All groups of claimants have seen an increase to above minimum expected levels since the start of the scheme with the exception of the Other ESA/IB group.

The initial higher level of performance for the Other ESA/IB group is likely a result of the comparatively smaller early intake. The size of this group has increased considerably since the start of the scheme, coinciding with the changes in access to the Programme with a greater number of harder to help claimants joining; as a result of this, the minimum expected performance level has reduced.

Volumes being supported on the scheme increased until late May 2013 when the first intake began to complete. Each intake leading up to the December 2012 has 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 482 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** regardless of if they have spent a year on the scheme or if the time in work was completed after the first year.

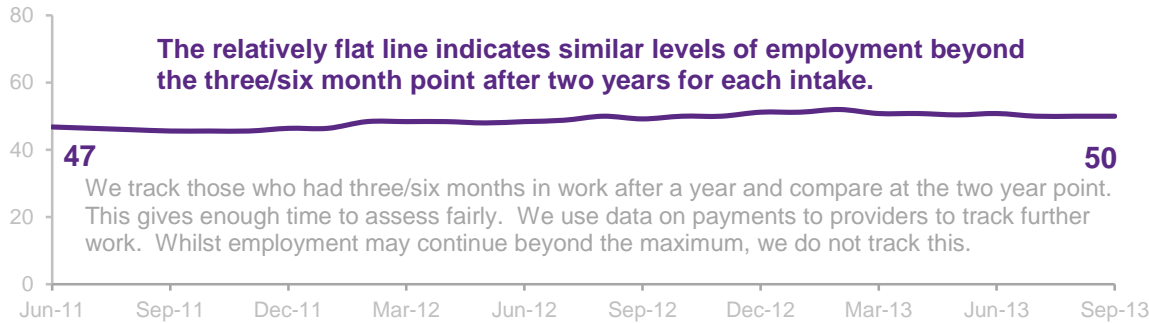
See [Table 1.4](#) for full data.

# 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

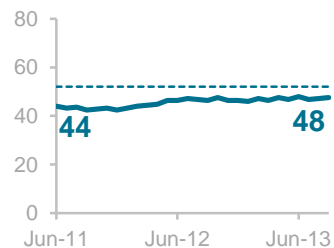
Average further weeks in work at the two year point, by intake



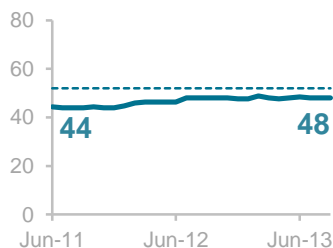
## Results vary by group with JSA closer to the maximum measurable time in work

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

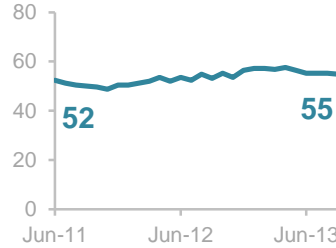
### JSA aged 18-24



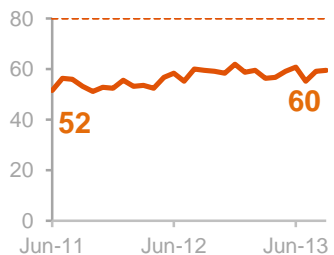
### JSA aged 25+



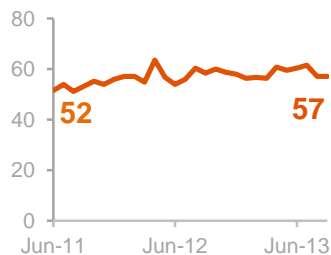
### Other JSA



### New ESA claimants



### Other ESA/IB



Each dashed line indicates the maximum measurable time in work

Where we have summarised groups e.g. the JSA and ESA other, 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 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. We plan to publish further information in future releases including data on those reaching three/six months after the one year point.

**In total there were 5.0 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.

**244 thousand people so far have generated the maximum payments possible.**

See **Table 1.7** for full data.

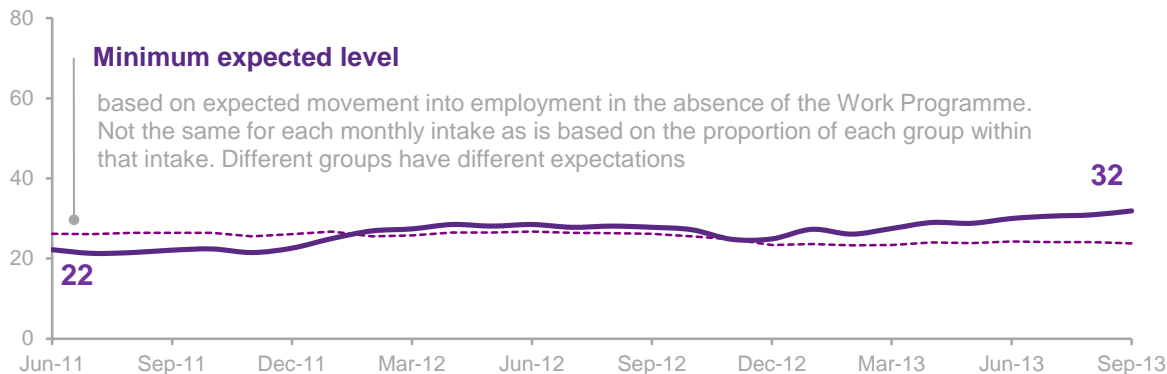
# Completing the Work Programme

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

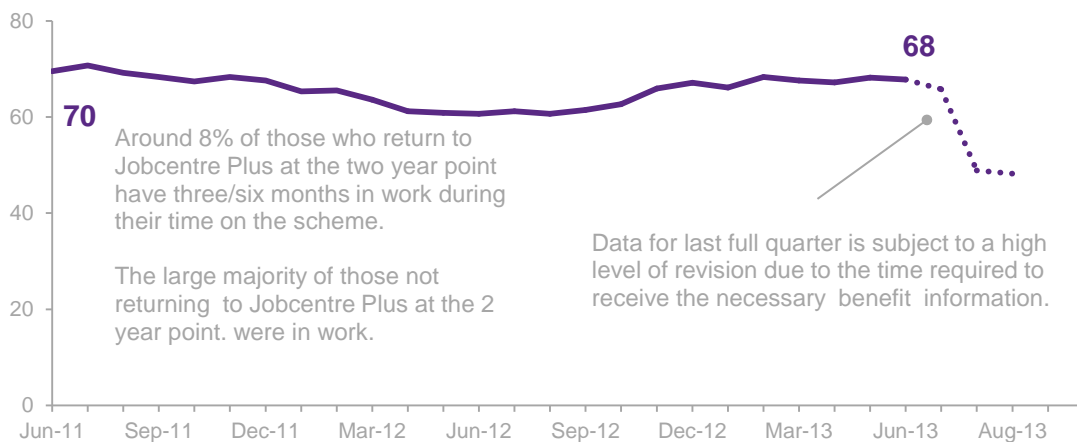
### Around a quarter have at least three/six months in work

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



### Around 70% return to Jobcentre Plus

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



## Main findings

**32% of the most recent participants to complete two years on the scheme 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 an increase of around 2 percentage points over the last quarter and is currently above expected levels.

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

**Around 1.4 million individuals have now completed the scheme. Around 70% (918 thousand people) returned to Jobcentre Plus at the end of their two years on the programme.**

Around 1% of completers (around 21 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.**

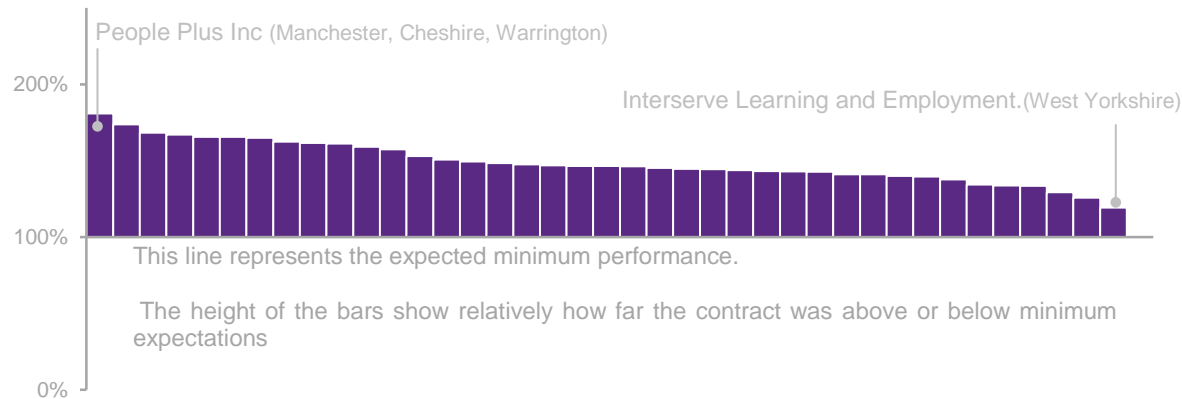
See [Table 1.8](#) for full data.

# 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 table1.9

## Main findings

**Minimum performance levels have been exceeded for each contract over the past twelve months (October 2014 to September 2015).**

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 112 thousand, compared to an expectation of 75 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. Whilst for the Other ESA group, eight of the contracts exceeded the expected performance.

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.

# Characteristic Information

We make information underlying the charts within this summary available as Excel tables. Further information is also available such as characteristic breakdowns.

## Characteristic summary

**The gender, age, ethnicity and regional split of claimants joining the Work Programme are broadly in line with those for the benefits claimed by those joining.**

Just under two thirds of people joining the Work Programme are male. This is a similar proportion to those claiming JSA (which is the main qualifying benefit of the Work Programme). A little over half of ESA claimants are male.

Around half of all people who join the Work Programme are under the age of 34 which is consistent with the proportion of JSA claimants as a whole. 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 20 as “Asian/Asian British”. These proportions are consistent with the proportion of JSA claimants as a whole.

**The proportion with at least three/six months in work split by gender, ethnicity and region are broadly in line with those joining the scheme. However a higher proportion of younger claimants go on to achieve three/six months in work compare to those that join.**

Comparatively more young people have had three/six months in work than those that joined the scheme. For example 27% of all joiners to the scheme are aged 18-24 but the same age range is responsible for 35% of all those achieving three/six months in work.

See [Table 2.10](#) and [Table 2.11](#) for full data.

See [NOMIS](#) for benefit breakdowns.



# Work Programme National Statistics: overview and measures

## Statistical products

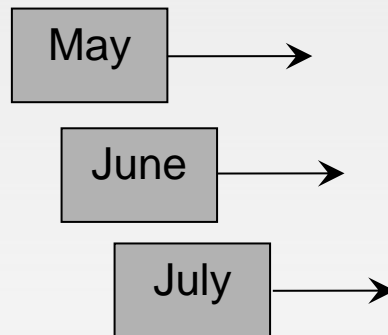
The statistical summary gives an overview. We present key points and trends using charts and commentary. We make the information underlying the charts available as excel tables. Alongside this we publish a large number of tables and animated charts which enable you to get much more detail by provider,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

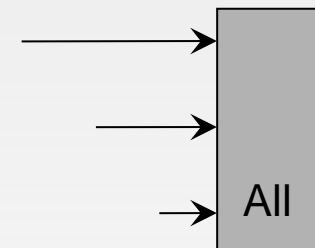
Since providers are paid when individuals reach three or six months in work, this approach avoids comparisons which would include those who have not had long enough to achieve this.



## 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.

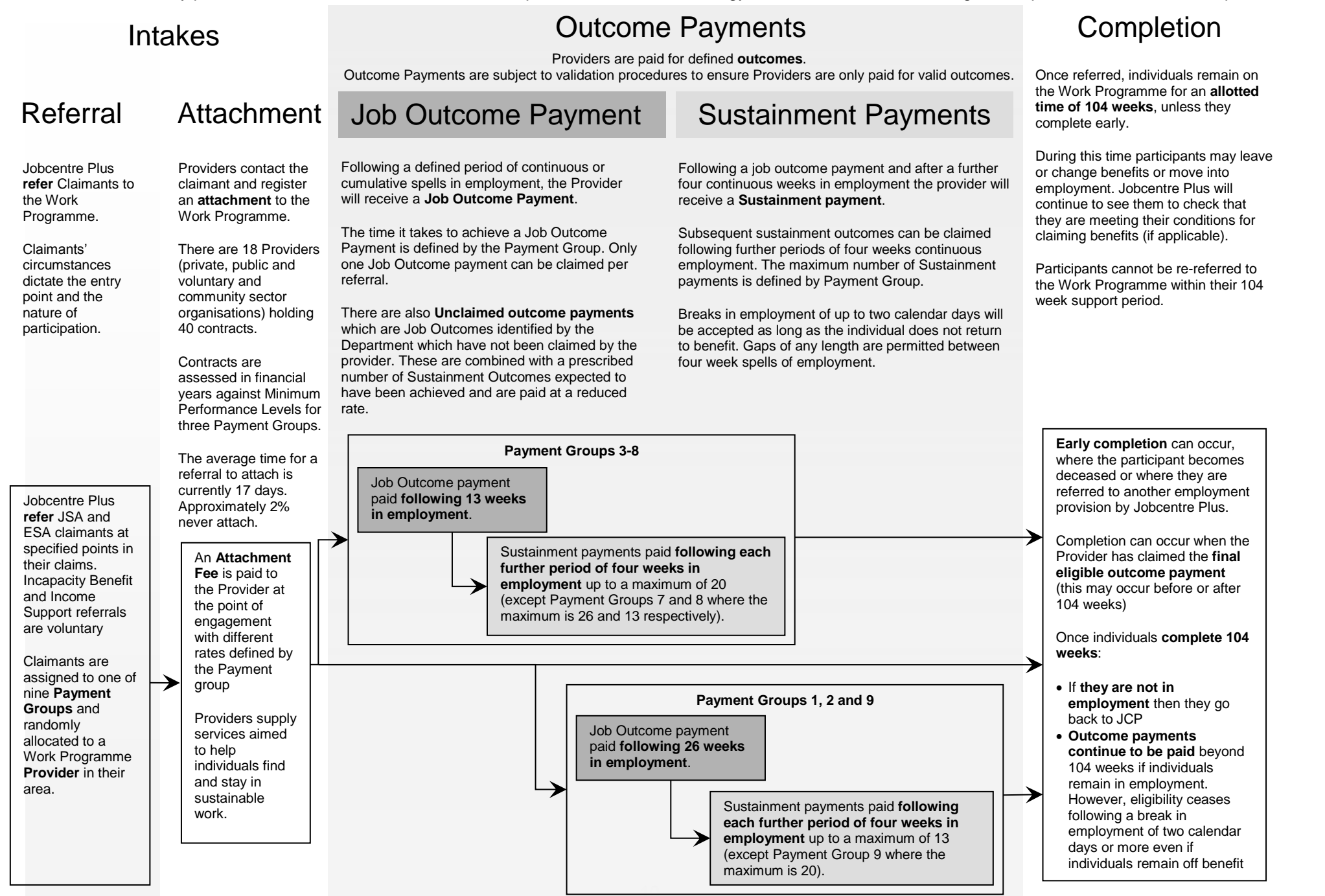
For certain groups (JSA 18-24, JSA 25 and over and ESA new customers -excluding 12 Month prognosis) these expectations are contractual minimum performance levels (MPLs). This means that if providers do not achieve them, they may be subject to a formal performance improvement process.

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>;
- 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](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](mailto: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.