



Department  
for Work &  
Pensions

# Work Choice: Official Statistics

February 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 **December 2014**. The job outcomes counted in this publication are supported, unsupported (yet to be sustained) and unsupported sustained outcomes for which the provider has received a payment, plus unsupported outcomes for which the provider is not paid for.

In the current financial year (1<sup>st</sup> April 2014 – 31<sup>st</sup> December 2014) there were:

- 16,090 referrals for 14,900 individuals
- 12,390 starts for 12,060 individuals
- 9,030 job outcomes for 8,800 individuals

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

- 27,280 referrals for 24,800 individuals
- 20,140 starts for 19,340 individuals
- 10,850 job outcomes for 10,520 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 **December 2014**. Annexe A provides more detailed breakdowns. Figures given for the most recent quarter will be subject to revision as more complete data becomes available.

The table below shows the reporting period for each quarterly publication:

Quarter of publication	Reporting period
May	Full financial year which ended in March of current year
August	First quarter of current financial year
November	First two quarters of current financial year
February	First three quarters of current financial year

**Note:** This document contains official statistics on Work Choice. The statistics cover referrals, and associated starts and job outcomes. Management Information on Work Choice is produced separately from this note and is used for internal monitoring purposes. This publication uses different measures and different data sources and is not comparable.

### 1.1.2 Background

On 25<sup>th</sup> October 2010, WORKSTEP, Work Preparation and the Job Introduction Scheme were replaced by Work Choice.

Work Choice helps people with disabilities whose needs cannot be met through other work programmes, Access to Work or workplace adjustments. This might be because they need more specialised support to find employment or keep a job once they have started work.

Work Choice is tailored to meet an individual needs. It focuses on helping individuals to achieve their full potential and moving towards being more independent. Work Choice also ensures employers get the support they need to employ more disabled people.

The Work Choice programme is delivered by providers funded by the government. There are three different sections called modules:

**Module one: Work Entry Support**

All new participants will enter Module One of Work Choice. This module lasts for up to six months. Individuals receive help with personal skills and work-related advice to get them into supported or unsupported work.

**Module two: Short to Medium Term In-Work Support**

Once a participant has found paid supported employment (or self-employment) supported by Work Choice of 16 hours or more a week, the provider will work with the employer and participant to identify the support required for the participant to start work and stay in their job. This module lasts for up to two years.

**Module three: Longer-term In-Work Support**

Individuals receive help to progress in their job and where appropriate, help them move into unsupported work. This module is not time limited.

**1.1.3 Methodology**

The Work Choice referrals and starts figures in this publication are derived from the Labour Market System (LMS) Opportunity Type database<sup>1</sup>. 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.

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<sup>1</sup> 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 (1<sup>st</sup> April 2014 to 31<sup>st</sup> December 2014)

#### 2.1.1 Referrals

16,090 referrals for 14,900 individuals. Of which:

- 15,660 were from new customers
- 430 were from transitional<sup>2</sup> / retention<sup>3</sup> customers

#### 2.1.2 Starts

12,390 starts for 12,060 individuals. Of which:

- 12,160 were from new customers
- 230 were from transitional / retention customers

#### 2.1.3 Job Outcomes

9,030 job outcomes for 8,800 individuals. Of which<sup>4</sup>:

- 6,090 were supported job outcomes
- 5,190 were unsupported job outcomes
  - Of which 930 unsupported job outcomes were sustained for at least six months by the end of the current reporting period

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

<sup>3</sup> 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.

<sup>4</sup> 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 1<sup>st</sup> January 2014 and 30<sup>th</sup> June 2014, there were 10,370 starts to Work Choice in this period. Of which 4,880 (47.1%) had obtained a job outcome by 31<sup>st</sup> December 2014.

# 3 Work Choice process

## 3.1 The key aspects of the Work Choice process

Work Choice is delivered by a Prime Provider in each of the 28 Contract Package Areas (CPAs). Prime Providers can sub-contract with a range of other specialist or niche providers to support disabled people who are eligible and suitable for the programme, in overcoming their complex employment needs related to disability. Remploy is also delivering the Work Choice business model, providing a choice for customers/claimants in most CPAs, though Remploy figures are **not** counted in this publication.

The aim of Work Choice is to provide a voluntary, tailored, coherent range of specialist employment services which can respond more flexibly to the individual needs of disabled people and their employers and make better use of resources.

The key principles underpinning Work Choice focus on:

- those who most need specialist support;
- less prescription and greater flexibility;
- better links between elements of provision;
- better consistency and quality of provision;
- provision for all types of disability;
- opportunities for the customer/claimant to exercise choice and control;
- job outcomes;
- improved support for people in either employment or self employment;
- improved progression to unsupported employment;
- achieving potential within longer-term supported employment.

Work Choice participants should have the same pay and conditions as other, non-supported employees doing similar jobs. Providers agree arrangements with employers and ensure that people have the same access to training and development opportunities as other employees. This helps encourage progression



both within Work Choice modules and towards unsupported employment where appropriate.

The Disability Employment Advisor (DEA) has a pivotal role as the gatekeeper for the Work Choice programme in ensuring that only eligible and suitable disabled people are referred. Referrals to the DEA may be made from a number of sources – e.g. Work Choice providers including Remploy, external partners, and customer/claimant self-referrals. Also, JCP advisers may refer JSA and ESA claimants facing complex employment situations arising from their disability to the DEA for assistance and possible consideration for Work Choice.

All new participants enter Module One of Work Choice where they work with their provider on a detailed Development Plan to address their complex barriers and employment support needs. Minimum levels of support must be maintained on a monthly basis. Providers are expected to be flexible to the needs of customers/claimants. Support should be sufficient to enable participants to engage in at least eight hours preparation for work entry per week. The support could include one to one help or less intensive support and advice depending on the participant's needs. As the participant progresses through Module One, their level of activity on the programme should increase up to 16 hours per week as they prepare to make the transition into work.

In Module Two, once a participant has found paid supported employment (or self-employment) supported by Work Choice of 16 hours or more a week (NB this could be more than one job which adds up to 16 hours or more a week) the provider will work with the employer and participant to identify the support required for the participant to start work. The provider must provide a range of support tailored to the needs of the individual participant depending upon their circumstances.

Module Three recognises that some participants will need support in employment for the foreseeable future. All participants should be helped and encouraged to progress to unsupported employment where appropriate. The provider must work with the participant or with others on behalf of the participant (e.g. their employer) to ensure that for at least four hours per month the participant is engaged in activity aimed at developing their full potential at work. This may include up to four hours one-to-one guidance, or a more advisory role, depending on the participant's needs, level of independence and abilities. As in Module Two, this might include, for example, learning new skills, broadening their role or responsibilities, learning new ways of working, etc. The opportunities for working towards progression must remain to the fore in all planning discussions.

Providers of Work Choice are expected to provide certain elements of the normal Access to Work provision as part of their service to their programme participants. Prime Providers have access to a Work Choice-dedicated Access to Work team who will provide advice and support on applications. Anyone moving into **unsupported** work at any point would be able to make an application to Access to Work in the normal way.

Providers receive a service fee for each individual who starts Work Choice. They receive a further payment if that individual obtains a job outcome, and a final payment if that job outcome is sustained – unsupported for at least 6 months.

# Annexe A: Work Choice Breakdowns

Totals may not sum due to rounding

Table 1: Number of Work Choice referrals, starts and job outcomes by financial quarter

Quarter	Referrals	Starts	Total Job Outcomes <sup>5</sup>	Of which are Supported Outcomes	Of which are Unsupported Outcomes	Of which are Sustained Unsupported Outcomes <sup>6</sup>
Q3 2010-11 <sup>7</sup>	17,960	16,030	300	N/A	300	240
Q4 2010-11	5,570	4,870	1,170	120	1,050	810
Q1 2011-12	4,050	2,720	1,400	400	1,060	870
Q2 2011-12	3,690	2,820	1,310	570	870	730
Q3 2011-12	3,960	3,170	1,390	690	950	740
Q4 2011-12	5,500	4,100	1,560	800	1,130	890
Q1 2012-13	4,780	3,520	1,690	960	1,220	890
Q2 2012-13	5,210	3,940	1,510	920	1,050	750
Q3 2012-13	5,310	3,910	2,230	1,700	1,160	820
Q4 2012-13	6,490	4,760	2,110	1,540	1,250	910
Q1 2013-14	6,230	4,660	2,560	2,010	1,440	960
Q2 2013-14	6,880	4,970	2,680	2,010	1,710	1,140
Q3 2013-14	6,780	5,140	2,240	1,620	1,820	1,190
Q4 2013-14	7,390	5,370	2,250	1,600	1,740	1,150
Q1 2014-15	6,570	4,990	2,610	1,970	1,770	890
Q2 2014-15	5,500	4,260	2,900	2,090	1,970	N/A
Q3 2014-15	4,010	3,140	2,520	2,030	1,440	N/A
<b>Total</b>	<b>105,860</b>	<b>82,370</b>	<b>32,400</b>	<b>21,030</b>	<b>21,940</b>	<b>13,010</b>

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

<sup>6</sup> Unsupported employment sustained for at least six months.

<sup>7</sup> A large number of cases from WORKSTEP, Workprep and Job Introduction Scheme were transferred over to Work Choice on the go-live date of 25<sup>th</sup> October 2010.

Table 2: Number of referrals by provider and financial quarter

<b>Provider</b>	<b>Total</b>	<b>2010-11 Q3 and Q4</b>	<b>2011-12 All four quarters</b>	<b>2012-13 All four quarters</b>	<b>2013-14 All four quarters</b>	<b>2014-15 Q1 and Q2</b>	<b>Of which have started Work Choice</b>	<b>Of which have achieved a job outcome</b>
Shaw Trust	<b>61,120</b>	13,250	9,880	12,610	16,110	9,270	48,280	20,150
Advance Housing and Support Ltd	<b>3,910</b>	820	520	990	1,070	510	2,900	880
CDG Wise Ability Ltd	<b>2,780</b>	950	370	480	660	330	2,370	940
Momentum	<b>2,600</b>	600	400	550	610	440	2,190	950
Ingeus UK Ltd	<b>3,830</b>	650	650	870	1,010	640	2,730	900
The Pluss Organisation	<b>8,520</b>	2,180	1,330	1,660	2,110	1,250	6,760	2,580
Seetec	<b>6,010</b>	770	1,020	1,320	1,650	1,250	3,880	1,170
Working Links	<b>17,100</b>	4,310	3,040	3,290	4,060	2,390	13,270	4,830
<b>Total</b>	<b>105,860</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,280</b>	<b>16,090</b>	<b>82,370</b>	<b>32,400</b>

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

Contract Package Area	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
CPA1 - Highlands, Islands, Clyde Coast and Grampian	2,600	600	400	550	610	440	2,190	950
CPA2 - Forth Valley, Fife and Tayside	2,430	630	360	550	520	380	2,110	950
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	3,040	610	450	720	770	490	2,220	980
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	3,410	760	530	780	880	470	2,600	1,160
CPA5 - North and Mid Wales, South East Wales	3,390	820	650	650	820	440	2,820	1,030
CPA6 - South West Wales, South Wales Valleys	5,370	1,400	860	1,050	1,220	840	4,660	2,260
CPA7 - Northumbria, South Tyne and Wear Valley	3,500	970	470	710	850	510	2,770	1,120
CPA8 - North and East Yorkshire and The Humber, Tees Valley	3,590	930	600	750	880	430	2,940	1,100
CPA9 - Cumbria and Lancashire	2,610	580	590	510	540	390	2,030	1,060
CPA10 - Greater Manchester East and West, Greater Manchester Central	5,110	700	930	1,180	1,470	830	3,680	1,510
CPA11 - Merseyside, Cheshire, Halton and Warrington	4,000	730	640	820	1,170	640	3,180	1,220
CPA12 - West Yorkshire	4,720	850	820	1,010	1,320	710	3,430	1,120
CPA13 - Derbyshire, South Yorkshire	4,980	740	880	1,130	1,430	790	3,780	1,530
CPA14 - Nottingham, Lincolnshire and Rutland	3,740	640	440	810	1,290	560	2,990	1,150
CPA15 - Leicestershire and Northamptonshire	2,930	690	550	610	700	360	2,380	750
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	4,840	950	900	1,030	1,250	720	3,850	1,600
CPA17 - Birmingham and Solihull, Black Country	3,910	820	520	990	1,070	510	2,900	880
CPA18 - Cambridgeshire and Suffolk, Norfolk	3,860	1,110	590	690	910	560	3,130	1,290
CPA19 - Bedfordshire and Hertfordshire, Essex	5,450	1,240	730	1,010	1,590	880	4,030	1,440
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	2,570	470	460	420	760	460	1,700	550
CPA21 - Central London, West London, Barnet, Enfield and Haringey	6,010	770	1,020	1,320	1,650	1,250	3,880	1,170
CPA22 - Lambeth, Southwark and Wandsworth, South London	3,830	650	650	870	1,010	640	2,730	900

<b>Contract Package Area</b>	<b>Total</b>	<b>2010-11 Q3 and Q4</b>	<b>2011-12 All four quarters</b>	<b>2012-13 All four quarters</b>	<b>2013-14 All four quarters</b>	<b>2014-15 Q1 and Q2</b>	<b>Of which have started Work Choice</b>	<b>Of which have achieved a job outcome</b>
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	<b>2,440</b>	470	420	460	730	350	2,020	800
CPA24 - Hampshire and Isle of Wight	<b>2,780</b>	950	370	480	660	330	2,370	940
CPA25 - Kent, Surrey and Sussex	<b>5,450</b>	1,450	850	1,100	1,280	770	4,120	1,620
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	<b>2,770</b>	890	530	500	500	360	2,260	880
CPA27 - Dorset and Somerset	<b>2,760</b>	780	490	440	610	440	2,300	990
CPA28 - Devon and Cornwall	<b>3,810</b>	1,320	510	650	790	540	3,330	1,460
<b>Total</b>	<b>105,860</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,280</b>	<b>16,090</b>	<b>82,370</b>	<b>32,400</b>

Table 4: Number of referrals by Primary Disability and financial quarter<sup>8</sup>

Primary Disability	Total	2010-11 Q3 and Q4	2011-12 All four quarters	2012-13 All four quarters	2013-14 All four quarters	2014-15 Q1 and Q2	Of which have started Work Choice	Of which have achieved a job outcome
Missing / Unknown	<b>24,620</b>	23,520	1,020	N/A	20	60	21,660	7,390
Conditions Restricting Mobility / Dexterity	<b>11,910</b>	N/A	2,110	3,320	4,200	2,270	8,920	3,760
Visual Impairment	<b>2,680</b>	N/A	590	710	880	510	1,970	770
Hearing and / or Speech Impairment	<b>4,050</b>	N/A	940	1,040	1,300	780	3,000	1,270
Long-term Medical Conditions	<b>8,790</b>	N/A	1,510	2,450	3,050	1,780	6,500	2,830
Moderate to Severe Learning Disability	<b>7,900</b>	N/A	2,150	1,970	2,390	1,390	5,870	2,120
Mild Learning Disability	<b>14,200</b>	N/A	3,060	3,500	4,630	3,010	11,000	4,560
Severe Mental Illness	<b>960</b>	N/A	230	280	290	160	690	260
Mild to Moderate Mental Health condition	<b>15,830</b>	N/A	2,840	4,450	5,440	3,100	11,680	5,000
Neurological Conditions	<b>4,110</b>	N/A	880	1,130	1,320	780	3,090	1,270
Multiple Conditions	<b>10,810</b>	N/A	1,850	2,930	3,770	2,260	8,010	3,170
<b>Total</b>	<b>105,860</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,280</b>	<b>16,090</b>	<b>82,370</b>	<b>32,400</b>

<sup>8</sup> Primary Disability information is only recorded on LMS for referrals from 3<sup>rd</sup> 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 referral<sup>9</sup>

<b>Benefit Combination</b>	<b>Total</b>	<b>2010-11 Q3 and Q4</b>	<b>2011-12 All four quarters</b>	<b>2012-13 All four quarters</b>	<b>2013-14 All four quarters</b>	<b>2014-15 Q1 and Q2</b>	<b>Of which have started Work Choice</b>	<b>Of which have achieved a job outcome</b>
No benefit / employment programme	<b>13,020</b>	6,650	1,280	1,520	2,110	1,460	11,060	5,530
JSA (without DLA)	<b>43,000</b>	4,560	7,640	10,580	13,000	7,210	31,980	11,880
JSA and DLA	<b>19,530</b>	2,710	3,970	4,600	5,270	2,980	15,160	5,240
IB/SDA/ESA (without DLA)	<b>7,890</b>	810	1,120	1,620	2,500	1,830	5,890	2,480
IB/SDA/ESA and DLA	<b>9,940</b>	1,700	1,830	2,150	2,720	1,540	7,440	2,300
DLA (without JSA or IB/SDA/ESA)	<b>11,840</b>	6,910	1,290	1,210	1,530	910	10,350	4,740
UC	<b>80</b>	N/A	N/A	N/A	20	60	50	20
Other combination of benefit / employment programme	<b>570</b>	170	70	100	140	100	450	200
<b>Total</b>	<b>105,860</b>	<b>23,520</b>	<b>17,190</b>	<b>21,780</b>	<b>27,280</b>	<b>16,090</b>	<b>82,370</b>	<b>32,400</b>

<sup>9</sup> 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 outcome<sup>10</sup>

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%	6,140	37.5%	4,950	30.2%
Q4 2010-11	5,570	4,440	79.7%	1,040	23.4%	530	11.9%
Q1 2011-12	4,050	3,160	77.9%	920	29.2%	530	16.6%
Q2 2011-12	3,690	2,890	78.3%	760	26.2%	330	11.5%
Q3 2011-12	3,960	3,030	76.5%	970	32.1%	440	14.7%
Q4 2011-12	5,500	4,210	76.7%	1,470	34.8%	650	15.4%
Q1 2012-13	4,780	3,620	75.8%	1,410	38.9%	590	16.2%
Q2 2012-13	5,210	3,890	74.7%	1,650	42.4%	680	17.6%
Q3 2012-13	5,310	3,950	74.4%	1,750	44.4%	690	17.5%
Q4 2012-13	6,490	4,840	74.6%	2,370	48.9%	N/A	N/A
Q1 2013-14	6,230	4,670	75.1%	2,290	49.0%	N/A	N/A
Q2 2013-14	6,880	5,050	73.4%	2,190	43.3%	N/A	N/A
Q3 2013-14	6,780	4,990	73.6%	2,140	42.8%	N/A	N/A
Q4 2013-14	7,390	5,500	74.3%	N/A	N/A	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	4,020	73.0%	N/A	N/A	N/A	N/A
Q3 2014-15	4,010	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	<b>105,860</b>	<b>82,370</b>	<b>77.8%</b>	<b>32,400</b>	<b>39.3%</b>	<b>13,010</b>	<b>15.8%</b>

<sup>10</sup> 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.