

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, up to a maximum of an additional one year or a little over a year and half for the harder to help groups. Referrals to the Work Programme ended in March 2017.

## Main stories

- Almost 2 million people were referred to the Work Programme of which around 24 thousand were claiming Universal Credit.
- 610 thousand individuals spent at least six months in work (or three months for the harder to help).
- Around 50 thousand Unclaimed Outcomes have been paid - these are job outcomes identified by the Department relating to referrals from June 2011 to November 2014 which have not been successfully claimed by the provider. The providers are paid for these at a reduced rate.
- Around 1.8 million individuals have completed their allotted time on the scheme.

**610,000 people**  
spent at least three/six months in work

**16.2%**  
of the December 16 intake spent at least  
three/six months in work after a year

**All contracts**  
are exceeding Contractual Minimum  
Performance Levels

**31.4%**

of all those with sufficient time to do so, spent at least six months in work (or three months for the harder to help).

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



Observed levels for the most recently completed cohorts are almost double the levels of earliest intakes.

Contractual Minimum Performance Levels have been met or exceeded for each contract over the past twelve months.

**Payment Groups Overall: 40/40**

**JSA 18 to 24: 40/40**

**JSA 25 and over: 40/40**

**ESA new claimants: 40/40**

## At a glance

Page

Referrals to the Work Programme ended in March '17	3
Overall performance is above expected level	4
On average those with three/six months in work spend a further 49 weeks in work	5
Of recent participants to complete 24 months on the Work Programme, just over one third had a minimum of three/six months in work	6
All contracts exceed expected levels	7
Majority of claimants referred are male	8
About these statistics	9

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Any comments? Feedback is welcome

Published 22<sup>nd</sup> March 2018

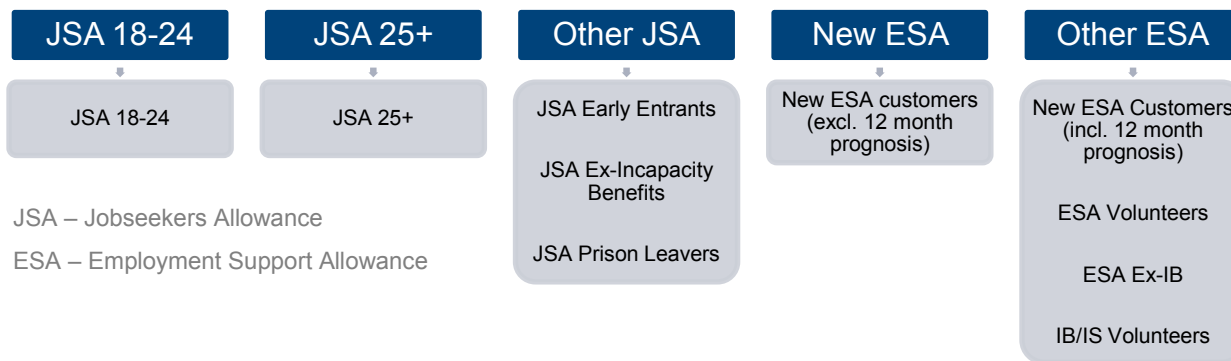
Next edition on 20<sup>th</sup> September 2018

ISBN 978-1-78659-023-7

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## What you need to know

### Diagram of broad payment 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 sustained work beyond this. Validation procedures help ensure that only legitimate outcomes are paid for. The National Statistics use data from these procedures to reflect the final outcomes.

Prior to September 2017, the statistics were released quarterly in March, June, September and December. The publication will now be released every six months in March and September. The full historical statistical series is refreshed every release. Each scheduled release of Work Programme National Statistics is subject to a revision, so previous figures may be retrospectively updated based on new data. The Department's policy statement describes more generally how DWP will handle revisions. For more details see our [Background Information Note](#).

### National Statistics

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:

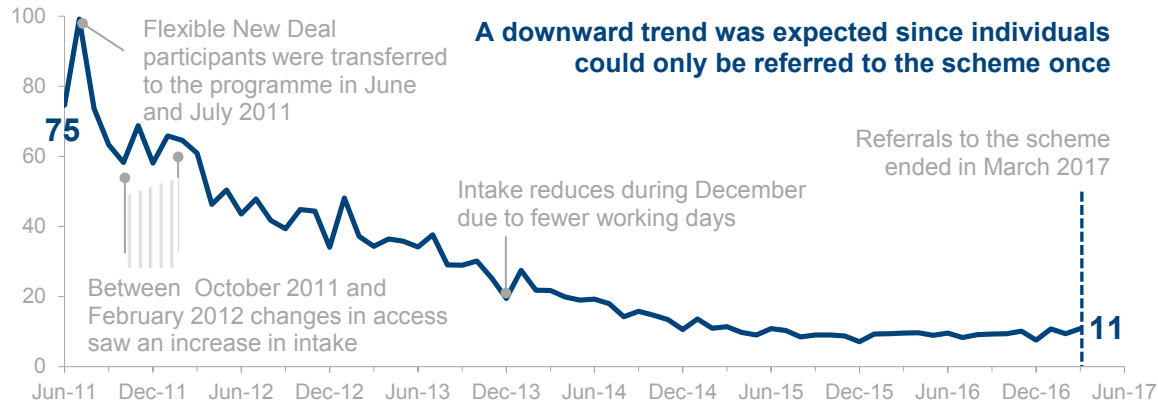
- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods; and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed. For any technical changes in this release, see the [Background Information Note](#).

# Joining the Work Programme

## Monthly intakes had plateaued

Intakes in thousands in each month from June 2011 to March 2017



**The number of individuals joining the programme decreased over time.**

Since individuals generally remain on the Work Programme for two 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 had plateaued, with monthly intake sizes typically between 7 and 11 thousand.

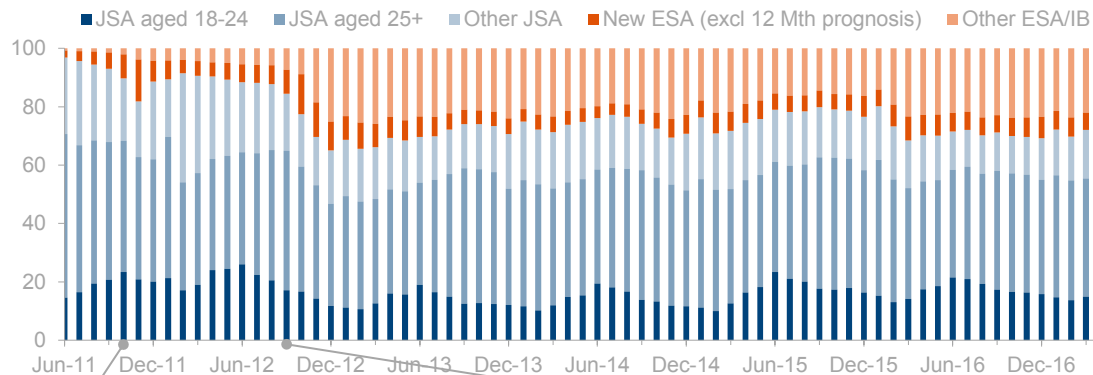
Of almost 2 million referrals to the Work Programme around 24,000 of these were claiming UC at the time of referral.

New referrals ceased by the end of March 2017.

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



From October 2011, New ESA claimants expected to be fit for work within 6 months joined immediately

Differences from September 2012 reflect changes in access to the programme

**Later intakes contained a higher proportion of individuals expected to require more support and assistance.**

Just under 30% of the final monthly intake (March 2017) was from ESA groups compared to less than 5% in the first intakes to the scheme.

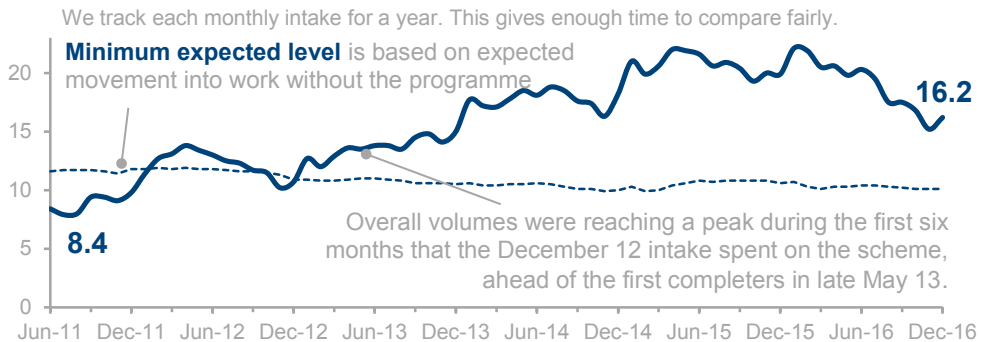
Differences since September 2012 reflect changes in access to the Programme, especially for ESA claimants including the introduction of information sessions for potential ESA volunteers and a Jobcentre Plus exercise to identify eligible ESA Claimants who had not been referred to the Programme. UC claimants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

See **Table 1.2** for full data.

# Three or six months in work

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

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



Providers are paid when an individual reaches six months in work, or three months for those expected to require more assistance. DWP set minimum expected levels, which change depending on the proportion changes of different payment groups contained.

**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 above expected levels.**

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 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 1.3a** for full data.

## 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



**All aggregated groups of claimants have increased their performance since the start of the programme 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 the percentage is now just above the level of the early cohorts. 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.

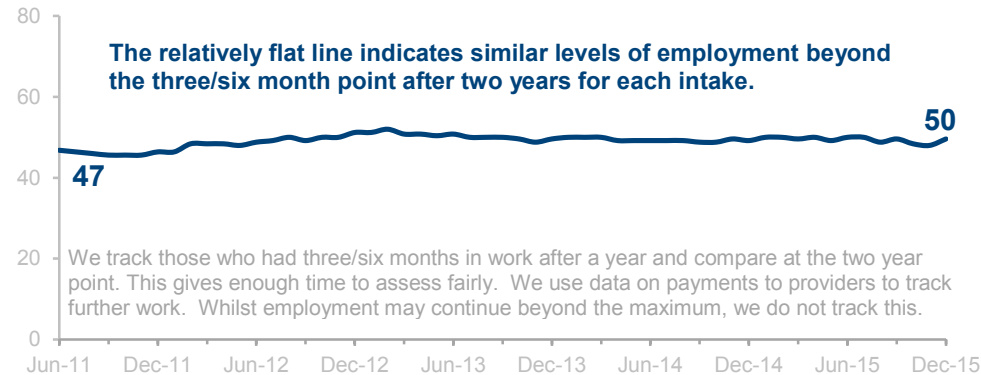
**In total, over 610 thousand individuals have found sustained employment of at least 3 or 6 months whilst on the scheme. This represents 31.4% of all claimants who have had enough time to achieve it.**

See **Table 1.4** for full data.

# Staying in work longer than three/six months

## Those with three/six months in work after a year have on average a further 49 weeks in work after two years

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



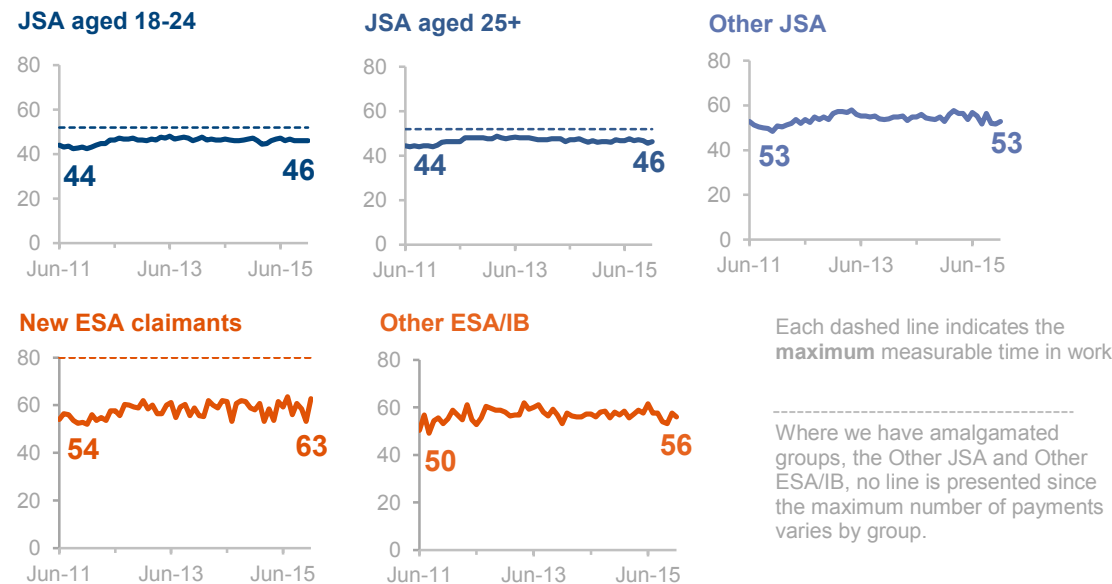
Those in the December 2015 cohort who achieved three/six months in work within a year had a further 50 weeks in work by the two year point, and across all cohorts the average is just under a further 49 weeks.

We track those who had three/six months work after a year for a further year. 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). 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.

The ESA groups and the Other JSA group have a higher average further time in work although JSA aged 18-24 and 25 plus groups have an average closer to the maximum.

## 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



In total there were almost 7.1 million sustainment payments made to providers, each equating to a 4 week spell in work after the three/six month point. Around two-thirds of these were for JSA claimants aged 18-24 or 25 plus.

Just under 400 thousand people so far have generated the maximum outcome payments possible.

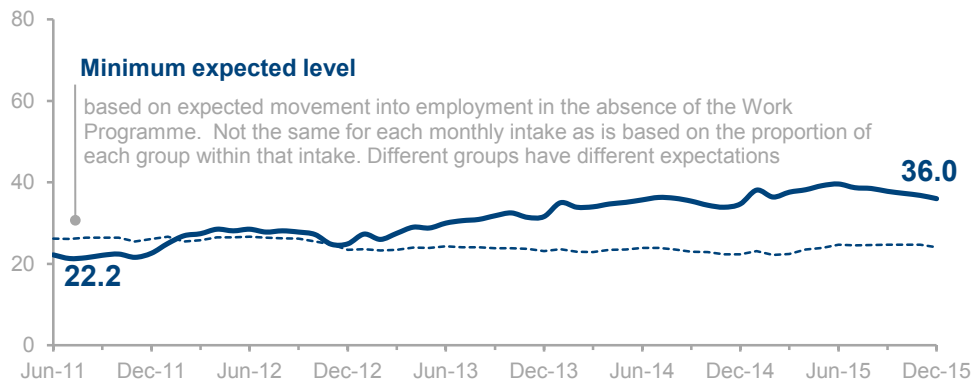
See Table 1.1, Table 1.2, Table 1.3a, Table 1.5 and Table 1.7 for full data.

# Completing the Work Programme

## After two years

### Of the most recent completers, around 36.0% have at least three/six months in work

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

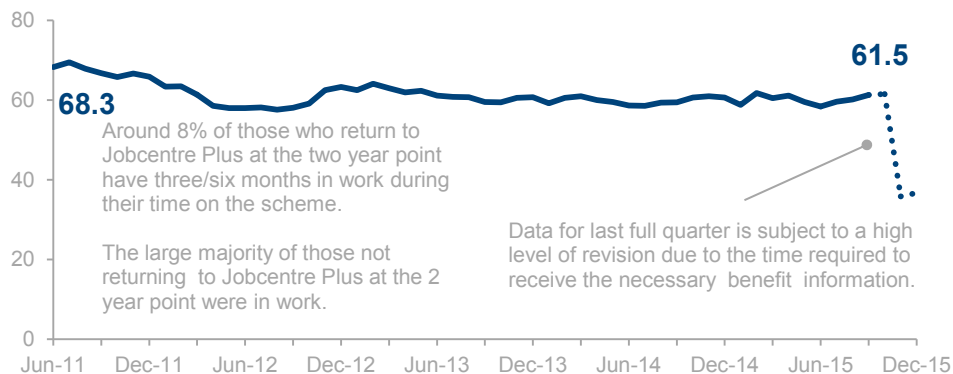


Of the most recent participants to complete two years on the scheme, just over a third had a minimum of six months in work (three months for the harder to help). This is higher than the level of the earliest intakes which was around 22%, and is currently above expected levels.

See **Table 1.6** for full data.

### Of the most recent completers, around 62% return to Jobcentre Plus

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



Around 1.8 million people have now completed the scheme. Just over 1.1 million people (close to 62%) returned to Jobcentre Plus at the end of their two years on the programme.

Around 1.9% of completers (a little under 34 thousand individuals) did not attach to the programme or completed early. The remainder of the completers, around 36%, were in employment at the end of their two years.

See **Table 1.7** for full data.

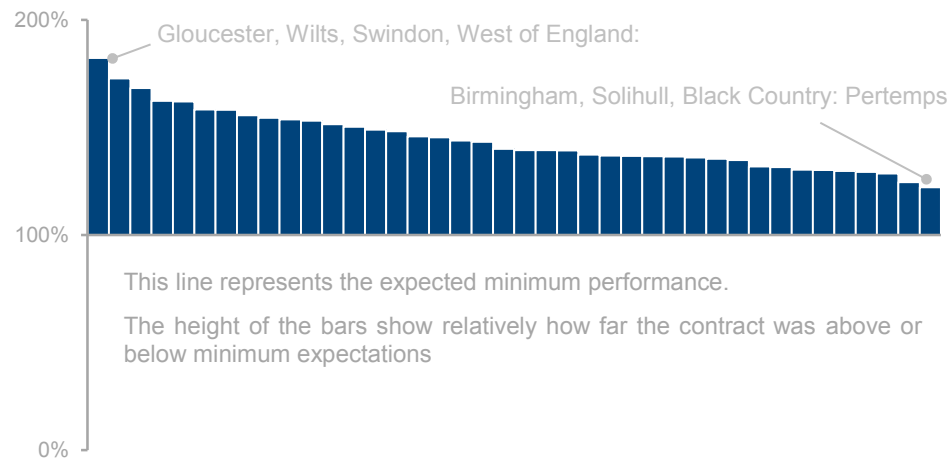
The most recent participants to complete two years on the scheme spent, on average, just over 49 weeks of their time on the Work Programme off benefit. This is higher than the level of the earliest intakes where the figure was around 27 weeks.

See **Table 1.8** and **Table 2.6** for full data.

# Contracts and Providers

## 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



**Minimum performance levels have been exceeded for each contract over the past twelve months (January 2017 to December 2017).**

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 above 40 thousand, compared to an expectation of 28 thousand.

For more details on the Minimum Performance Levels see our [Background Information Note](#).

See **Table 1.9** for full data.

## 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



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 all but one contract over the last twelve months. For the Other ESA group, thirty-four of the contracts met or exceeded the expected performance.

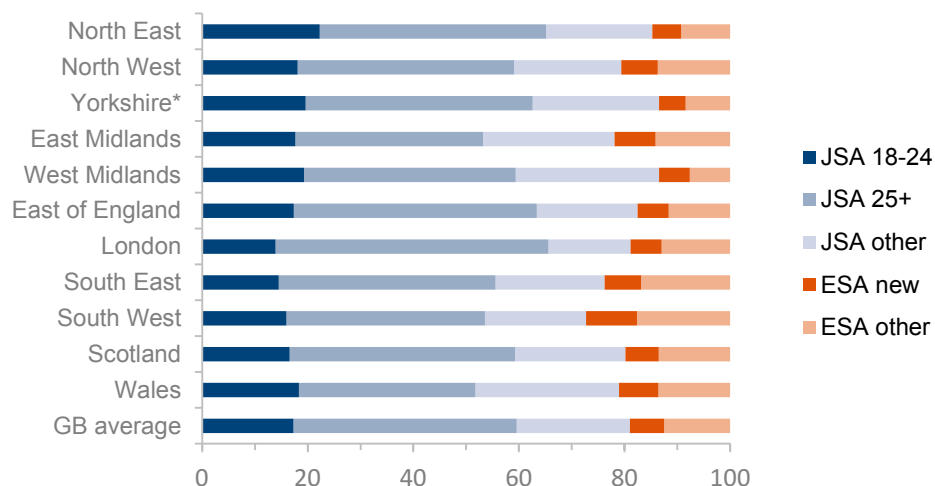
\*The figures for the contracts ran by NCG in North East Yorkshire and Humber have not been included in these minimum performance level results. This is because they are not currently measured by the contractual MPL measure. See background information note for details.

Data used in the charts above only include Job Outcomes from people that have been referred in the months that the expected level is calculated from in line with contractual regulations. This means that these figures will not match the numbers from other parts of the release (and Stat-Xplore). Figures without these limitations can be found in **Table 1.9b**.

# Demographics of the Work Programme

## The distribution of claimant groups varies by region

The percentage breakdown of the aggregated groups across regions, as measured by 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 27%. The proportion across Britain is 19%. Wales and the West Midlands have the highest proportions for other types of JSA, both on 27%. The proportion across Britain is 21%.

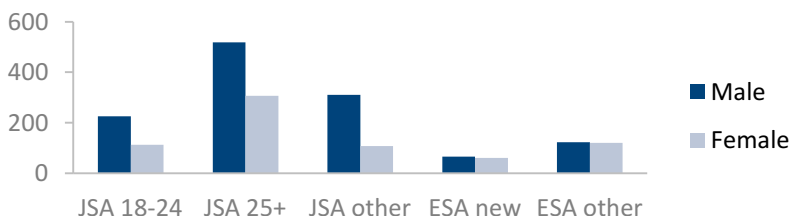
Within London over half (52%) of all referrals are classified as JSA 25+. This proportion is considerably higher than for any other region; next highest is the East of England with 46%.

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

\*Yorkshire and The Humber

## The majority of claimants referred are male

Numbers of referrals (thousands) for the aggregated claimant groups



Nearly two-thirds of people joining the Work Programme are male. This is reflected in the fact that over 80% of all referrals are for JSA payment groups as opposed to ESA. Amongst JSA payment groups, males outnumber females by around two to one. Amongst ESA payment groups, there are roughly the same number of males as there are females.

## Further demographics

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”.

See [NOMIS](#) for benefit breakdowns.



# About these statistics

## 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 [Stat-Xplore](#). [Cohort and Time Series data](#) is also available.

## Main Measures

The Department publishes a range of [measures](#) to support transparency of public information. For the Work Programme, the transparency indicator remains [the proportion of individuals in each monthly intake to reach three/six months in work during their first year](#).

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.

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](#).

## Changes / notices about this release

Since the previous release, an error was detected in the number of job outcomes, for the period July 2015 to March 2016. This was due to the wrong data file being incorporated into production of the September 2017 analytical dataset. This meant an over count of 0.2% for job outcomes at National level. The relevant tables have been amended. For more information, see [Background Information Note](#).

# Where to find out more

## 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 through the following link:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/statistics>

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.