

Help to Work Official Statistics

Background Information Note

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0. Introduction

This note explains

1. The Help to Work scheme: what it is and how it works
2. Community Work Placement payment systems.
3. Help to Work Official Statistics: what is included and why, how the statistics are put together, plus when and where they are published.

In addition to Help to Work, a number of other employment programme schemes, some of which are mandatory, have also been introduced to give Jobcentre Plus choice over what support to offer to claimants in their area based on claimant and local labour market characteristics.

To find out how the programmes fit together, view the full range of Employment Support Programme Official Statistics, find out when they will next be published and access the National Statistics website for Help to Work visit the [Employment programme official statistics page](#).

1. Structure of Help to Work

1.1. What is Help to Work?

The Help to Work scheme was launched in April 2014 and ceased to accept new referrals in March 2016. Help to Work provided intensive support for those who had completed the Work Programme and still not found a job and were claiming Job Seeker's Allowance or Universal Credit. The Help to Work official statistics only contain data about those claiming Job Seeker's Allowance.

From April 2016 Work coaches could refer claimants to two different types of intensive support:

- **Mandatory Intervention Regime (MIR).** Claimants with multiple or complex barriers to work received more intensive support from Jobcentre Plus. Work Coaches had more time to spend with claimants, and referred the claimant to other local services and training to help overcome barriers to work.
- **Daily Work Search Review (DWSR).** Claimants were required to attend Jobcentre Plus on a daily basis for up to 3 months to talk to their work coach about the job applications they had made. DWSR was for claimants who would benefit from regular support with looking for jobs.

Prior to April 2016, work coaches could also refer claimants to Community Work Placements (CWP). Claimants who lacked work experience were referred to work experience placements for 6 months to develop their skills and experience within the workplace. From April 2016 Community Work Placements no longer accepted new referrals, although those already referred to this strand continued to receive support until completion of the programme. Placements last up to 30 hours a week and claimants are also required to undertake between 4 and 10 hours supported job search activity. Community Work Placements are delivered by contracted providers. For more information see the Community Work Placement Provider Guidance (<https://www.gov.uk/government/publications/community-work-placements-dwp-provider-guidance>).

1.2. Progressing through Help to Work

When a claimant completes the Work Programme there is an initial assessment phase, during which the Jobcentre Plus work coach will assess their remaining barriers to work. The Work Coach will then refer the claimant to Daily Work Search Reviews or Mandatory Intervention Regime (prior to April 2016 claimants could also be referred to Community Work Placements) within this initial phase. Once a claimant has completed the 3 month DWSR or 6 month CWP, if they have still not found employment then they will be referred to MIR for the remainder of their claim to benefit.

2. Community Work Placements (CWP)

Unlike Mandatory Intervention Regime or Daily Work Search Review strands, Community Work Placements were contracted out to external providers who support jobsearch activity during the 6 month placement period. CWP providers have to achieve a number of performance milestones for payment. This process still continues for those who have been referred to CWP before April 2016 when referrals ceased.

2.1 Contracts and Providers

Each provider is responsible for delivering CWP for claimants in their specified Contract Package Area (CPA). There are 18 CPAs across England, Scotland and Wales with one provider in each. The CPAs are the same as those used in the Work Programme. For more information please see the [Community Work Placements provider guidance](#).

2.2 Payments to CWP providers

CWP is contracted out to providers who source placements and also support jobsearch activity during the 6 month placement period. CWP providers have to achieve a number of performance milestones for payment. This process still continues for those who have been referred to CWP before April 2016.

Providers receive an initial fee when a participant starts a Community Work Placement within 20 days of referral, a short completion fee when the participant completes between 12-21 weeks in employment, a long completion fee for between 22 and 26 weeks in employment and a job outcome fee if a participant is in employment for 26 week or longer.

2.3 CWP payment validation

Validation checks are carried out to strengthen the controls against fraud and error in the CWP payments claimed by Help to Work providers. These checks and their timings match those carried out on Job Outcome payments in the Work Programme.

2.4 Periods in work

From March 2016 statistics on time in work will be included in the Help to Work Statistical Release and accompanying tables to enable the progression of the different strands of Help to Work to be seen.

This has been achieved by combining Help to Work data with data from HMRC, which enables a measure to be created to see if people on Help to Work have been in any paid employment, and the amount of time they spent in work. The HMRC data does not include people who are self-employed, or in unpaid work.

For each individual on Help to Work, the time they spent in work, in the year following their initial referral to programme, is calculated.

The measure is then broken down by both monthly cohort and first referral strand to construct three separate measures:

- Anytime in work (the percentage of a monthly cohort who spent anytime in work in the year following referral)
- 13 weeks in work (the percentage of a monthly cohort who spent at least 13 weeks in work in the year following referral)
- 26 weeks in work (the percentage of a monthly cohort who spent at least 26 weeks in work in the year following referral)

The 13 weeks and 26 weeks measures mirror similar measures found in the Work Programme, where a Job Outcome is paid to providers after people spend 13 weeks or 26 weeks in work, depending on which payment group they are in.

3 The Statistics

The final release of these statistics was published on 27 March 2018 covering the period to December 2017. The Help to Work Official Statistics were produced to be compliant with the code of practice but were not assessed by the UK Stats Authority as such so as to be National Statistics.

For more information please see the link:

<https://www.statisticsauthority.gov.uk/national-statistician/types-of-official-statistics/>

3.1 What is in the Help to Work Official Statistics?

The Help to Work Official Statistics show numbers referred to each of Mandatory Intervention Regime, Daily Work Search Review and Community Work Programme. Breakdowns are available by age, gender and ethnicity, Local Authority and Parliamentary Constituency.

For CWP only, the numbers starting a work placement are shown. The statistics also indicate the providers' performance for each of the targets of short completion, long completion and job outcome over a rolling 12 month period.

3.2 Changes in Help to Work recent releases

From December 2016 a new policy on rounding was applied to the Help to Work publication. The new policy can be seen in the table below:

Range of values	Round to the nearest
0 to 1,000	10
1,001 to 10,000	100
10,001 to 100,000	1,000
100,001 to 1,000,000	10,000
1,000,001 to 10,000,000	100,000
10,000,001 to 100,000,000	1,000,000

The March 2017 release of the Help to Work Publication was the last to be released quarterly. The remaining publications were released every six months.

Since the September 2017 release, page 6 of the publication and tab 5 of the supporting tables displayed the cumulative Community Work Placement contractual performance level figures.

3.3 Statistical Summary

These documents presented the main findings from the Help to Work Official Statistics. A Statistical Summary is presented in a format developed to support understanding and interpretation. DWP welcome feedback on the format and also the users and uses of the statistics. A [feedback questionnaire](#) is available.

3.4 Publication dates

The first publication of the Help to Work Official Statistics was in October 2015. From December 2015, statistics were released quarterly in March, June, September and December alongside the Work Programme National Statistics. From March 2016, the publication was released every six months.

Publication dates are announced via the [Employment Programme Support landing page](#), [the Help to Work landing page](#) and the [UK Government Statistical Announcements page](#).

The statistics were published a little less than 3 months after the reference date. This is to allow sufficient time for the relevant data from the administrative systems to be recorded and extracted, and data from validation procedures to be compiled. Data is then cleansed, combined and quality assured to create the Help to Work analytical dataset.

4 Sources of the Statistics

Data is obtained from the Labour Market System (LMS). This is the system Jobcentre Plus uses to administer customer claims and refer customers to the Help to Work providers. The data contains information on the claimants' individual characteristics and claim details.

Data on payments made to providers for CWP completion outcomes are obtained from the Provider Referral and Payment system (PRaP).

Statistics on time in work are derived from HM Revenue & Custom (HMRC) data.

Statistics on benefit status are derived by combining data from the Labour Market System (Jobcentre Plus administrative system) with the NBD.

5 Limitations of the Statistics

For the Community Work Placements element of Help to Work, the statistics are compared to Management Information from the payment system on Referrals and outcome payments.

Due to the way claimants are referred, the three strands are not exclusive; an individual may show in more than one strand.

6 Quality Assurance

Details of the initial quality assurance and routine quality assurance conducted ahead of each quarterly release are provided below.

6.1 Routine Quality Assurance

A standard set of quality assurance procedures are conducted for each statistical release which consist of checking.

- duplicate, missing or contradictory information
- accordance across computer systems (LMS and PRaP) and with management information
- trends and variation in characteristic, time series and geographical breakdowns

Feedback

If you have any feedback, please contact Connor Byrne, Statistical Services, on 0203 267 5006 or connor.byrne@dwp.gsi.gov.uk.

Useful links

The Help to Work official statistics are available for viewing only through the Statistical Summary available on the [Help to Work statistics homepage](#)

The statistics can also be accessed via the [Employment Programme Support Official Statistics webpage](#) which provides access to other employment programme Official Statistics, the latest release timetable and other related information.