

Disability Analysis Division

**Work Choice:
Official Statistics**

May 2013

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 **March 2013**. 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.

Between 1st April 2012 and 31st March 2013 there were:

- 21,780 referrals for 19,820 individuals
- 15,750 starts for 15,170 individuals
- 7,660 job outcomes for 7,490 individuals

In the last financial year for which data is available (1st April 2011 – 31st March 2012) there were:

- 17,190 referrals for 16,010 individuals
- 12,790 starts for 12,480 individuals
- 5,680 job outcomes for 5,630 individuals

Author(s) contact details

Gary Gifford
Disability Analysis Division
Strategy Group
Department for Work and Pensions

Email Gary.Gifford@dwp.gsi.gov.uk

Contents

- 1 Introduction..... 4
 - 1.1 Work Choice..... 4
 - 1.1.1 Summary..... 4
 - 1.1.2 Background..... 4
 - 1.1.3 Methodology..... 5

- 2 Headline Statistics 6
 - 2.1 Referrals, Starts and Job Outcomes (1st April 2012 to 31st March 2013) 6
 - 2.1.1 Referrals 6
 - 2.1.2 Starts..... 6
 - 2.1.3 Job Outcomes 6
 - 2.2 Cohort analysis 7

- 3 Work Choice process 8
 - 3.1 The key aspects of the Work Choice process 8

- Annexe A: Work Choice Breakdowns 11

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 **March 2013**. 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 25th 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. 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.

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 (1st April 2012 to 31st March 2013)

2.1.1 Referrals

21,780 referrals for 19,820 individuals. Of which:

- 20,950 were from new customers
- 820 were from transitional¹ / retention² customers

2.1.2 Starts

15,750 starts for 15,170 individuals. Of which:

- 15,320 were from new customers
- 430 were from transitional / retention customers

2.1.3 Job Outcomes

7,660 job outcomes for 7,490 individuals. Of which³:

- 4,890 were supported job outcomes
- 4,350 were unsupported job outcomes
 - Of which 1,230 unsupported job outcomes were sustained for at least six months by the end of the current reporting period

¹ Individuals who transferred over to Work Choice from WORKSTEP, Workprep or Job Introduction Scheme are referred to as Transitional customers.

² 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.

³ 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 1st April 2012 and 30th September 2012, there were 7,440 starts to Work Choice in this period. Of which 2,630 (35.4%) had obtained a job outcome by 31st March 2013.

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 ⁴	Of which are Supported Outcomes	Of which are Unsupported Outcomes	Of which are Sustained Unsupported Outcomes ⁵
Q3 2010-11 ⁶	17,960	15,940		290	N/A	290	230
Q4 2010-11	5,570	4,850		1,170	120	1,050	780
Q1 2011-12	4,050	2,710		1,400	400	1,060	860
Q2 2011-12	3,690	2,810		1,310	570	870	710
Q3 2011-12	3,960	3,170		1,380	690	940	710
Q4 2011-12	5,500	4,090		1,560	800	1,120	850
Q1 2012-13	4,780	3,520		1,690	960	1,220	800
Q2 2012-13	5,210	3,920		1,500	920	1,030	420
Q3 2012-13	5,310	3,880		2,190	1,690	1,090	N/A
Q4 2012-13	6,490	4,440		1,780	1,330	1,020	N/A
Total	62,490	49,330		14,260	7,480	9,690	5,380

⁴ Where an individual has both a supported and unsupported outcome, the first outcome is counted here.

⁵ Unsupported employment sustained for at least six months.

⁶ A large number of cases from WORKSTEP, Workprep and Job Introduction Scheme were transferred over to Work Choice on the go-live date of 25th October 2010.

Table 2: Number of referrals by provider and financial quarter

Provider	Total	2010-11	2011-12	2012-13				Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	Q1	Q2	Q3	Q4		
Shaw Trust	35,740	13,250	9,880	2,770	2,840	3,040	3,970	28,950	8,500
Advance Housing and Support Ltd	2,330	820	520	230	260	240	260	1,690	410
CDG Wise Ability Ltd	1,800	950	370	110	180	80	110	1,580	560
Momentum	1,540	600	400	150	130	130	130	1,300	420
Ingeus UK Ltd	2,170	650	650	230	150	220	270	1,490	350
The Pluss Organisation	5,170	2,180	1,330	400	420	380	460	4,110	1,260
Seetec	3,110	770	1,020	220	380	340	380	1,820	300
Working Links	10,640	4,310	3,040	660	840	890	900	8,390	2,450
Total	62,490	23,520	17,190	4,780	5,210	5,310	6,490	49,330	14,260

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

Contract Package Area	Total	2010-11	2011-12	2012-13				Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	Q1	Q2	Q3	Q4		
CPA1 - Highlands, Islands, Clyde Coast and Grampian	1,540	600	400	150	130	130	130	1,300	420
CPA2 - Forth Valley, Fife and Tayside	1,540	630	360	100	160	100	190	1,330	430
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	1,780	610	450	180	160	110	270	1,350	440
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	2,060	760	530	200	190	130	260	1,650	590
CPA5 - North and Mid Wales, South East Wales	2,120	820	650	120	160	180	190	1,790	530
CPA6 - South West Wales, South Wales Valleys	3,310	1,400	860	260	210	290	300	2,880	1,080
CPA7 - Northumbria, South Tyne and Wear Valley	2,140	970	470	130	170	170	240	1,750	450
CPA8 - North and East Yorkshire and The Humber, Tees Valley	2,290	930	600	160	140	230	230	1,900	460
CPA9 - Cumbria and Lancashire	1,680	580	590	130	90	160	130	1,280	510
CPA10 - Greater Manchester East and West, Greater Manchester Central	2,810	700	930	270	250	270	380	2,100	610
CPA11 - Merseyside, Cheshire, Halton and Warrington	2,180	730	640	180	190	210	240	1,740	470
CPA12 - West Yorkshire	2,690	850	820	240	280	220	280	1,960	490
CPA13 - Derbyshire, South Yorkshire	2,760	740	880	240	240	310	340	2,170	600
CPA14 - Nottingham, Lincolnshire and Rutland	1,890	640	440	130	180	150	340	1,580	400
CPA15 - Leicestershire and Northamptonshire	1,860	690	550	120	160	150	180	1,490	350
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	2,880	950	900	220	270	260	280	2,290	580
CPA17 - Birmingham and Solihull, Black Country	2,330	820	520	230	260	240	260	1,690	410
CPA18 - Cambridgeshire and Suffolk, Norfolk	2,400	1,110	590	150	180	170	190	2,020	620
CPA19 - Bedfordshire and Hertfordshire, Essex	2,980	1,240	730	190	210	270	340	2,330	530
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	1,350	470	460	80	120	120	110	910	210
CPA21 - Central London, West London, Barnet, Enfield and Haringey	3,110	770	1,020	220	380	340	380	1,820	300
CPA22 - Lambeth, Southwark and Wandsworth, South London	2,170	650	650	230	150	220	270	1,490	350

Contract Package Area	Total	2010-11	2011-12	2012-13				Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	Q1	Q2	Q3	Q4		
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	1,360	470	420	120	90	130	110	1,140	270
CPA24 - Hampshire and Isle of Wight	1,800	950	370	110	180	80	110	1,580	560
CPA25 - Kent, Surrey and Sussex	3,400	1,450	850	190	300	310	300	2,660	870
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	1,910	890	530	140	110	140	120	1,550	490
CPA27 - Dorset and Somerset	1,700	780	490	100	110	90	130	1,460	470
CPA28 - Devon and Cornwall	2,480	1,320	510	160	140	160	190	2,150	770
Total	62,490	23,520	17,190	4,780	5,210	5,310	6,490	49,330	14,260

Table 4: Number of referrals by Primary Disability and financial quarter⁷

Primary Disability	Total	2010-11	2011-12	2012-13				Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	Q1	Q2	Q3	Q4		
Missing / Unknown	24,550	23,520	1,020	N/A	N/A	N/A	N/A	21,550	6,400
Conditions Restricting Mobility / Dexterity	5,430	N/A	2,110	690	790	810	1,030	3,990	1,170
Visual Impairment	1,300	N/A	590	170	170	170	200	920	270
Hearing and / or Speech Impairment	1,980	N/A	940	260	250	220	310	1,430	430
Long-term Medical Conditions	3,960	N/A	1,510	510	580	610	750	2,840	860
Moderate to Severe Learning Disability	4,120	N/A	2,150	450	470	520	520	3,030	730
Mild Learning Disability	6,560	N/A	3,060	810	810	850	1,030	5,060	1,400
Severe Mental Illness	510	N/A	230	60	70	80	70	350	100
Mild to Moderate Mental Health condition	7,290	N/A	2,840	950	1,070	1,090	1,340	5,250	1,530
Neurological Conditions	2,010	N/A	880	250	260	260	350	1,450	410
Multiple Conditions	4,790	N/A	1,850	610	730	710	880	3,460	960
Total	62,490	23,520	17,190	4,780	5,210	5,310	6,490	49,330	14,260

⁷ Primary Disability information is only recorded on LMS from 3rd May 2011 onwards.

Table 5: Number of referrals by financial quarter and benefit claimed / participation on employment programme four weeks prior to programme referral⁸

Benefit Combination	Total	2010-11	2011-12	2012-13				Of which have started Work Choice	Of which have achieved a job outcome
		Q3 and Q4	All four quarters	Q1	Q2	Q3	Q4		
No benefit / employment programme	9,050	6,340	1,210	290	320	360	520	7,850	3,190
JSA (without DLA)	22,750	4,560	7,640	2,260	2,600	2,640	3,050	16,790	4,130
JSA and DLA	11,240	2,710	3,970	1,100	1,070	1,090	1,300	8,710	2,020
IB/SDA/ESA (without DLA)	3,580	810	1,120	340	340	400	570	2,640	810
IB/SDA/ESA and DLA	5,670	1,700	1,830	500	500	490	640	4,260	890
DLA (without JSA or IB/SDA/ESA)	9,410	6,910	1,290	250	330	290	340	8,410	2,970
Other combination of benefit / employment programme	800	480	140	40	40	40	70	670	250
Total	62,490	23,520	17,190	4,780	5,210	5,310	6,490	49,330	14,260

⁸ Other combinations of benefit / employment programme category includes those not in receipt of Jobseekers Allowance (JSA), Disability Living Allowance (DLA), or Incapacity Benefits (IB/SDA/ESA), 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 outcome⁹

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
Q3 2010-11	17,960	16,340	91.0%	5,210	31.9%
Q4 2010-11	5,570	4,420	79.4%	1,010	22.7%
Q1 2011-12	4,050	3,150	77.7%	870	27.7%
Q2 2011-12	3,690	2,880	78.2%	750	25.9%
Q3 2011-12	3,960	3,030	76.4%	950	31.5%
Q4 2011-12	5,500	4,210	76.6%	1,420	33.8%
Q1 2012-13	4,780	3,610	75.6%	1,290	35.8%
Q2 2012-13	5,210	3,880	74.5%	1,320	33.9%
Q3 2012-13	5,310	3,920	73.9%	940	N/A
Q4 2012-13	6,490	3,880	N/A	490	N/A
Total	62,490	49,330	78.9%	14,260	28.9%

⁹ 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.