

Disability Analysis Division

Work Choice:
Official Statistics

November 2012

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 **September 2012**. 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 30th September 2012 there were:

- 9,980 referrals for 9,440 individuals
- 7,080 starts for 7,020 individuals
- 3,380 job outcomes for 3,360 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
- 12,750 starts for 12,450 individuals
- 5,660 job outcomes for 5,610 individuals

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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 30th September 2012)
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 **September 2012**. 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 30th September 2012)

2.1.1 Referrals

9,980 referrals for 9,440 individuals. Of which:

- 9,580 were from new customers
- 410 were from transitional¹ / retention² customers

2.1.2 Starts

7,080 starts for 7,020 individuals. Of which:

- 6,870 were from new customers
- 210 were from transitional / retention customers

2.1.3 Job Outcomes

3,380 job outcomes for 3,360 individuals. Of which³:

- 1,700 were supported job outcomes
- 2,180 were unsupported job outcomes

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 October 2011 and 31st March 2012, there were 7,230 starts to Work Choice in this period. Of which 1,910 (26.5%) had obtained a job outcome by 30th September 2012.

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	15,930		290	N/A	290	230
Q4 2010-11	5,570	4,850		1,170	120	1,060	780
Q1 2011-12	4,050	2,710		1,400	400	1,060	840
Q2 2011-12	3,690	2,810		1,310	570	870	690
Q3 2011-12	3,960	3,170		1,380	690	940	650
Q4 2011-12	5,500	4,060		1,530	790	1,110	510
Q1 2012-13	4,780	3,500		1,660	960	1,180	N/A
Q2 2012-13	5,210	3,580		1,310	740	990	N/A
Total	50,700	40,610		10,040	4,280	7,480	3,700

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	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Shaw Trust	28,730	10,360	2,890	2,320	2,140	2,160	3,250	2,770	2,840	23,790	5,920
Advance Housing and Support Ltd	1,830	590	240	130	60	160	180	230	260	1,330	290
CDG Wise Ability Ltd	1,610	770	170	80	90	100	100	110	180	1,410	430
Momentum	1,280	510	90	110	90	90	110	150	130	1,100	310
Ingeus UK Ltd	1,680	320	340	100	160	180	210	230	150	1,180	190
The Pluss Organisation	4,320	1,610	570	330	230	320	450	400	420	3,440	960
Seetec	2,390	410	360	230	280	210	310	220	380	1,350	150
Working Links	8,860	3,400	920	750	640	760	890	660	840	7,030	1,820
Total	50,700	17,960	5,570	4,050	3,690	3,960	5,500	4,780	5,210	40,610	10,040

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	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
CPA1 - Highlands, Islands, Clyde Coast and Grampian	1,280	510	90	110	90	90	110	150	130	1,100	310
CPA2 - Forth Valley, Fife and Tayside	1,250	510	120	90	90	80	100	100	160	1,070	280
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	1,400	510	100	90	90	90	180	180	160	1,120	290
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	1,670	610	140	110	140	120	170	200	190	1,350	400
CPA5 - North and Mid Wales, South East Wales	1,750	660	160	120	130	180	230	120	160	1,490	400
CPA6 - South West Wales, South Wales Valleys	2,720	1,150	250	240	110	190	320	260	210	2,400	780
CPA7 - Northumbria, South Tyne and Wear Valley	1,740	770	200	120	110	80	160	130	170	1,480	320
CPA8 - North and East Yorkshire and The Humber, Tees Valley	1,840	710	230	180	120	110	200	160	140	1,570	320
CPA9 - Cumbria and Lancashire	1,390	430	160	110	100	140	230	130	90	1,080	360
CPA10 - Greater Manchester East and West, Greater Manchester Central	2,160	480	230	240	180	220	290	270	250	1,660	410
CPA11 - Merseyside, Cheshire, Halton and Warrington	1,730	550	180	130	170	170	180	180	190	1,440	310
CPA12 - West Yorkshire	2,190	580	270	240	120	190	280	240	280	1,580	360
CPA13 - Derbyshire, South Yorkshire	2,110	530	210	210	210	180	290	240	240	1,680	420
CPA14 - Nottingham, Lincolnshire and Rutland	1,400	520	120	130	120	80	110	130	180	1,230	260
CPA15 - Leicestershire and Northamptonshire	1,530	530	170	120	140	150	150	120	160	1,230	250
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	2,330	790	160	170	280	220	230	220	270	1,850	380
CPA17 - Birmingham and Solihull, Black Country	1,830	590	240	130	60	160	180	230	260	1,330	290
CPA18 - Cambridgeshire and Suffolk, Norfolk	2,030	930	190	140	140	140	160	150	180	1,730	470
CPA19 - Bedfordshire and Hertfordshire, Essex	2,370	920	320	120	130	170	310	190	210	1,920	360
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	1,120	340	130	120	90	80	170	80	120	760	160
CPA21 - Central London, West London, Barnet, Enfield and Haringey	2,390	410	360	230	280	210	310	220	380	1,350	150
CPA22 - Lambeth, Southwark and Wandsworth, South London	1,680	320	340	100	160	180	210	230	150	1,180	190

Contract Package Area	Total	2010-11		2011-12				2012-13		Of which have started Work Choice	Of which have achieved a job outcome
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	1,110	370	110	90	80	110	130	120	90	930	200
CPA24 - Hampshire and Isle of Wight	1,610	770	170	80	90	100	100	110	180	1,410	430
CPA25 - Kent, Surrey and Sussex	2,790	1,200	250	220	180	230	230	190	300	2,190	650
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	1,660	670	210	160	120	130	120	140	110	1,350	360
CPA27 - Dorset and Somerset	1,480	600	180	140	80	70	190	100	110	1,270	380
CPA28 - Devon and Cornwall	2,130	1,020	300	100	110	130	170	160	140	1,860	590
Total	50,700	17,960	5,570	4,050	3,690	3,960	5,500	4,780	5,210	40,610	10,040

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	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Missing / Unknown	24,550	17,960	5,570	1,020	N/A	N/A	N/A	N/A	N/A	21,550	5,920
Conditions Restricting Mobility / Dexterity	3,600	N/A	N/A	390	470	500	750	690	790	2,660	630
Visual Impairment	930	N/A	N/A	120	160	150	170	170	170	670	150
Hearing and / or Speech Impairment	1,450	N/A	N/A	160	220	250	320	260	250	1,050	240
Long-term Medical Conditions	2,590	N/A	N/A	270	340	350	550	510	580	1,820	410
Moderate to Severe Learning Disability	3,080	N/A	N/A	440	550	540	630	450	470	2,280	410
Mild Learning Disability	4,680	N/A	N/A	630	690	780	960	810	810	3,600	750
Severe Mental Illness	370	N/A	N/A	40	50	60	80	60	70	250	50
Mild to Moderate Mental Health condition	4,860	N/A	N/A	490	640	660	1,050	950	1,070	3,450	760
Neurological Conditions	1,400	N/A	N/A	180	180	210	310	250	260	1,020	230
Multiple Conditions	3,190	N/A	N/A	310	400	470	670	610	730	2,270	510
Total	50,700	17,960	5,570	4,050	3,690	3,960	5,500	4,780	5,210	40,610	10,040

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	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
No benefit / employment programme	8,260	5,810	540	420	210	250	320	290	420	7,290	2,670
JSA (without DLA)	16,980	2,310	2,250	1,560	1,630	1,780	2,670	2,270	2,510	12,530	2,410
JSA and DLA	8,800	1,510	1,200	870	890	950	1,260	1,100	1,040	6,850	1,270
IB/SDA/ESA (without DLA)	2,630	490	320	260	250	250	370	340	350	1,970	500
IB/SDA/ESA and DLA	4,520	1,040	660	440	440	430	520	500	490	3,450	560
DLA (without JSA or IB/SDA/ESA)	8,800	6,370	540	470	240	270	300	250	350	7,930	2,450
Other combination of benefit / employment programme	700	430	50	40	20	30	50	40	40	600	190
Total	50,700	17,960	5,570	4,050	3,690	3,960	5,500	4,780	5,210	40,610	10,040

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%	4,760	29.1%
Q4 2010-11	5,570	4,420	79.4%	980	22.2%
Q1 2011-12	4,050	3,150	77.7%	850	26.8%
Q2 2011-12	3,690	2,880	78.2%	730	25.2%
Q3 2011-12	3,960	3,030	76.4%	860	28.5%
Q4 2011-12	5,500	4,210	76.5%	1,090	25.8%
Q1 2012-13	4,780	3,600	75.5%	590	16.3%
Q2 2012-13	5,210	2,990	57.3%	N/A	N/A
Total	50,700	40,610	80.1%	10,040	24.7%

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.