

**Disability Analysis Division**

**Work Choice:  
Official Statistics**

August 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 **June 2012**. The job outcomes counted in this publication are those for which the provider has received a payment.

Between 1<sup>st</sup> April 2012 and 30<sup>th</sup> June 2012 there were:

- 4,780 referrals for 4,650 individuals
- 3,220 starts for 3,210 individuals
- 1,080 job outcomes for 1,070 individuals

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

- 17,190 referrals for 16,010 individuals
- 12,740 starts for 12,440 individuals
- 4,410 job outcomes for 4,370 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 **June 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 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. 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.

Data on unsupported employment (for which the provider is not paid), is not currently reported in this publication. These are the scenarios how a person can enter unsupported employment for which the provider does not receive a payment:

- New and Transitional Work Choice customers can enter unsupported employment via Work Choice supported employment. For these customers, we know the date of entering Work Choice supported employment and if that

supported employment was subsequently sustained unsupported. We don't however know the exact date they enter unsupported employment, though for those who go on to sustain that unsupported employment, it is estimated to be 6 months prior to the date that the unsupported employment was sustained.

- Transitional Work Choice customers can also enter unsupported employment via WORKSTEP supported employment. However, we do not know the date these customers entered unsupported employment, but we do know if that unsupported employment was subsequently sustained. For those individuals, the unsupported employment start date is estimated to be 6 months prior to the date that the unsupported employment was sustained. If the unsupported employment does not go on to be sustained, then that outcome is **not** counted in this publication (though we do plan to include this information in subsequent publications). **We estimate that there are around 2,500 of these outcomes which are not reported in this publication.**

## 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 2012 to 30<sup>th</sup> June 2012)

#### 2.1.1 Referrals

4,780 referrals for 4,650 individuals. Of which:

- 4,600 were from new customers
- 180 were from transitional<sup>1</sup> / retention<sup>2</sup> customers

#### 2.1.2 Starts

3,220 starts for 3,210 individuals. Of which:

- 3,130 were from new customers
- 90 were from transitional / retention customers

#### 2.1.3 Job Outcomes

1,080 job outcomes for 1,070 individuals. Of which<sup>3</sup>:

- 960 were supported job outcomes
- 120 were unsupported job outcomes

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

<sup>2</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>3</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> July 2011 and 31<sup>st</sup> December 2011, there were 5,980 starts to Work Choice in this period. Of which 1,300 (21.8%) had obtained a job outcome by 30<sup>th</sup> June 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

<b>Quarter</b>	<b>Referrals</b>	<b>Starts</b>	<b>Total Job Outcomes</b>	<b>Of which are Supported Outcomes</b>	<b>Of which are Unsupported Outcomes</b>	<b><i>Of which are Sustained Unsupported Outcomes<sup>4</sup></i></b>
Q3 2010-11 <sup>5</sup>	17,960	15,920	<b>210</b>	N/A	210	210
Q4 2010-11	5,570	4,850	<b>950</b>	120	830	780
Q1 2011-12	4,050	2,710	<b>1,220</b>	400	870	810
Q2 2011-12	3,690	2,810	<b>1,180</b>	570	710	640
Q3 2011-12	3,960	3,170	<b>1,100</b>	690	520	430
Q4 2011-12	5,500	4,050	<b>920</b>	790	140	N/A
Q1 2012-13	4,780	3,220	<b>1,090</b>	960	140	N/A
<b>Total</b>	<b>45,490</b>	<b>36,740</b>	<b>6,670</b>	<b>3,530</b>	<b>3,410</b>	<b>2,910</b>

<sup>4</sup> Unsupported employment sustained for at least six months.

<sup>5</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

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		
Shaw Trust	<b>25,890</b>	10,360	2,890	2,320	2,140	2,160	3,250	2,770	21,650	3,680
Advance Housing and Support Ltd	<b>1,580</b>	590	240	130	60	160	180	230	1,140	210
CDG Wise Ability Ltd	<b>1,430</b>	770	170	80	90	100	100	110	1,250	320
Momentum	<b>1,150</b>	510	90	110	90	90	110	150	990	180
Ingeus UK Ltd	<b>1,530</b>	320	340	100	160	180	210	230	1,030	130
The Pluss Organisation	<b>3,900</b>	1,610	570	330	230	320	450	400	3,160	750
Seetec	<b>2,010</b>	410	360	230	280	210	310	220	1,100	110
Working Links	<b>8,010</b>	3,400	920	750	640	760	890	660	6,420	1,290
<b>Total</b>	<b>45,490</b>	<b>17,960</b>	<b>5,570</b>	<b>4,050</b>	<b>3,690</b>	<b>3,960</b>	<b>5,500</b>	<b>4,780</b>	<b>36,740</b>	<b>6,670</b>

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		
CPA1 - Highlands, Islands, Clyde Coast and Grampian	<b>1,150</b>	510	90	110	90	90	110	150	990	180
CPA2 - Forth Valley, Fife and Tayside	<b>1,090</b>	510	120	90	90	80	100	100	950	120
CPA3 - Glasgow, Lanarkshire and East Dunbartonshire	<b>1,240</b>	510	100	90	90	90	180	180	1,000	160
CPA4 - Ayrshire, Dumfries, Galloway and Inverclyde, Edinburgh, Lothians and Borders	<b>1,480</b>	610	140	110	140	120	170	200	1,230	190
CPA5 - North and Mid Wales, South East Wales	<b>1,590</b>	660	160	120	130	180	230	120	1,380	300
CPA6 - South West Wales, South Wales Valleys	<b>2,520</b>	1,150	250	240	110	190	320	260	2,240	490
CPA7 - Northumbria, South Tyne and Wear Valley	<b>1,570</b>	770	200	120	110	80	160	130	1,360	200
CPA8 - North and East Yorkshire and The Humber, Tees Valley	<b>1,700</b>	710	230	180	120	110	200	160	1,450	200
CPA9 - Cumbria and Lancashire	<b>1,310</b>	430	160	110	100	140	230	130	1,020	250
CPA10 - Greater Manchester East and West, Greater Manchester Central	<b>1,910</b>	480	230	240	180	220	290	270	1,470	290
CPA11 - Merseyside, Cheshire, Halton and Warrington	<b>1,540</b>	550	180	130	170	170	180	180	1,290	180
CPA12 - West Yorkshire	<b>1,910</b>	580	270	240	120	190	280	240	1,410	290
CPA13 - Derbyshire, South Yorkshire	<b>1,870</b>	530	210	210	210	180	290	240	1,490	280
CPA14 - Nottingham, Lincolnshire and Rutland	<b>1,210</b>	520	120	130	120	80	110	130	1,080	150
CPA15 - Leicestershire and Northamptonshire	<b>1,370</b>	530	170	120	140	150	150	120	1,090	190
CPA16 - The Marches, Staffordshire, Coventry and Warwickshire	<b>2,070</b>	790	160	170	280	220	230	220	1,660	230
CPA17 - Birmingham and Solihull, Black Country	<b>1,580</b>	590	240	130	60	160	180	230	1,140	210
CPA18 - Cambridgeshire and Suffolk, Norfolk	<b>1,850</b>	930	190	140	140	140	160	150	1,600	290
CPA19 - Bedfordshire and Hertfordshire, Essex	<b>2,160</b>	920	320	120	130	170	310	190	1,760	240
CPA20 - Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	<b>1,010</b>	340	130	120	90	80	170	80	690	100
CPA21 - Central London, West London, Barnet, Enfield and Haringey	<b>2,010</b>	410	360	230	280	210	310	220	1,100	110
CPA22 - Lambeth, Southwark and Wandsworth, South London	<b>1,530</b>	320	340	100	160	180	210	230	1,030	130

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		
CPA23 - Berkshire, Buckinghamshire and Oxfordshire	<b>1,020</b>	370	110	90	80	110	130	120	850	140
CPA24 - Hampshire and Isle of Wight	<b>1,430</b>	770	170	80	90	100	100	110	1,250	320
CPA25 - Kent, Surrey and Sussex	<b>2,490</b>	1,200	250	220	180	230	230	190	2,000	420
CPA26 - Gloucestershire, Wiltshire and Swindon, West of England	<b>1,550</b>	670	210	160	120	130	120	140	1,270	280
CPA27 - Dorset and Somerset	<b>1,370</b>	600	180	140	80	70	190	100	1,200	260
CPA28 - Devon and Cornwall	<b>1,990</b>	1,020	300	100	110	130	170	160	1,740	460
<b>Total</b>	<b>45,490</b>	<b>17,960</b>	<b>5,570</b>	<b>4,050</b>	<b>3,690</b>	<b>3,960</b>	<b>5,500</b>	<b>4,780</b>	<b>36,740</b>	<b>6,670</b>

Table 4: Number of referrals by Primary Disability and financial quarter<sup>6</sup>

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		
Missing / Unknown	<b>24,550</b>	17,960	5,570	1,020	N/A	N/A	N/A	N/A	21,560	3,960
Conditions Restricting Mobility / Dexterity	<b>2,810</b>	N/A	N/A	390	470	500	750	690	2,070	380
Visual Impairment	<b>760</b>	N/A	N/A	120	160	150	170	170	550	110
Hearing and / or Speech Impairment	<b>1,200</b>	N/A	N/A	160	220	250	320	260	860	170
Long-term Medical Conditions	<b>2,010</b>	N/A	N/A	270	340	350	550	510	1,430	250
Moderate to Severe Learning Disability	<b>2,610</b>	N/A	N/A	440	550	540	630	450	1,920	280
Mild Learning Disability	<b>3,870</b>	N/A	N/A	630	690	780	960	810	2,940	490
Severe Mental Illness	<b>300</b>	N/A	N/A	40	50	60	80	60	200	30
Mild to Moderate Mental Health condition	<b>3,790</b>	N/A	N/A	490	640	660	1,050	950	2,660	500
Neurological Conditions	<b>1,130</b>	N/A	N/A	180	180	210	310	250	810	150
Multiple Conditions	<b>2,470</b>	N/A	N/A	310	400	470	670	610	1,760	350
<b>Total</b>	<b>45,490</b>	<b>17,960</b>	<b>5,570</b>	<b>4,050</b>	<b>3,690</b>	<b>3,960</b>	<b>5,500</b>	<b>4,780</b>	<b>36,740</b>	<b>6,670</b>

<sup>6</sup> Primary Disability information is only recorded on LMS from 3<sup>rd</sup> May 2011 onwards.



Table 5: Number of referrals by financial quarter and benefit claimed / participation on employment programme four weeks prior to programme referral<sup>7</sup>

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		
No benefit / employment programme	<b>7,880</b>	5,810	530	420	210	250	320	320	7,020	1,560
JSA (without DLA)	<b>14,440</b>	2,320	2,250	1,560	1,630	1,780	2,670	2,230	10,660	1,840
JSA and DLA	<b>7,730</b>	1,510	1,200	870	890	940	1,260	1,060	6,010	990
IB/SDA/ESA (without DLA)	<b>2,290</b>	490	320	260	250	250	370	350	1,710	370
IB/SDA/ESA and DLA	<b>4,030</b>	1,040	660	440	440	430	520	500	3,090	410
DLA (without JSA or IB/SDA/ESA)	<b>8,470</b>	6,370	540	470	240	270	300	270	7,690	1,390
Other combination of benefit / employment programme	<b>660</b>	430	50	40	20	30	50	40	560	110
<b>Total</b>	<b>45,490</b>	<b>17,960</b>	<b>5,570</b>	<b>4,050</b>	<b>3,690</b>	<b>3,960</b>	<b>5,500</b>	<b>4,780</b>	<b>36,740</b>	<b>6,670</b>

<sup>7</sup> 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 outcome<sup>8</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
Q3 2010-11	17,960	16,350	91.0%	2,920	17.9%
Q4 2010-11	5,570	4,430	79.5%	870	19.7%
Q1 2011-12	4,050	3,150	77.7%	690	22.0%
Q2 2011-12	3,690	2,880	78.3%	630	21.9%
Q3 2011-12	3,960	3,030	76.4%	680	22.3%
Q4 2011-12	5,500	4,190	76.2%	700	16.8%
Q1 2012-13	4,780	2,720	56.9%	N/A	N/A
<b>Total</b>	<b>45,490</b>	<b>36,740</b>	<b>80.8%</b>	<b>6,670</b>	<b>18.1%</b>

<sup>8</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.