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## ECONOMY AND LABOUR MARKET

# Scotland's Devolved Employment Services: statistical summary

## Key findings

Up to 31 December 2018:

- 7,031 people joined Fair Start Scotland (FSS) since its launch in April 2018
- Of those referred (12,969), 55% of people chose to join FSS
- 1,913 Work First Scotland and Work Able Scotland participants had started jobs
- 544 people enrolled in the Health & Work Support pilot since it was launched in late June 2018

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## Experimental Statistics: we want your views

### Tell Us What You Think

The scope of this statistical series has expanded since the first publication in December 2017, as new devolved services have launched and more data has become available to publish as the services mature. We have made changes to the way the statistics are presented in this publication – hoping to make the document easier to navigate. We have shortened the commentary and focused on visualising the statistics rather than including data tables. But all the data previously published can be found in the Excel spreadsheets accompanying this release.

To ensure the publication is developing in a way which is useful to people, we are asking for users' views on a range of topics. You can take part [here](#)

# Fair Start Scotland (FSS)

The Scottish Government launched Fair Start Scotland on 3 April 2018. The service is primarily designed to meet the needs of those who face a range of challenges in obtaining work. It is a voluntary service that aims to deliver support to 38,000 people over a 3 year referral period. More information about the service can be found [here](#).

Information on how we measure each stage of the participant journey through FSS can be found in the Background Information section of this publication. Tables 1 to 8 in the accompanying Excel tables refer to FSS data.

## How many people joined?

Since its launch, FSS received 12,969 referrals, and 55%<sup>1</sup> of these referrals went on to join the service. From launch to 31 December 2018, 7,031 people joined the service.

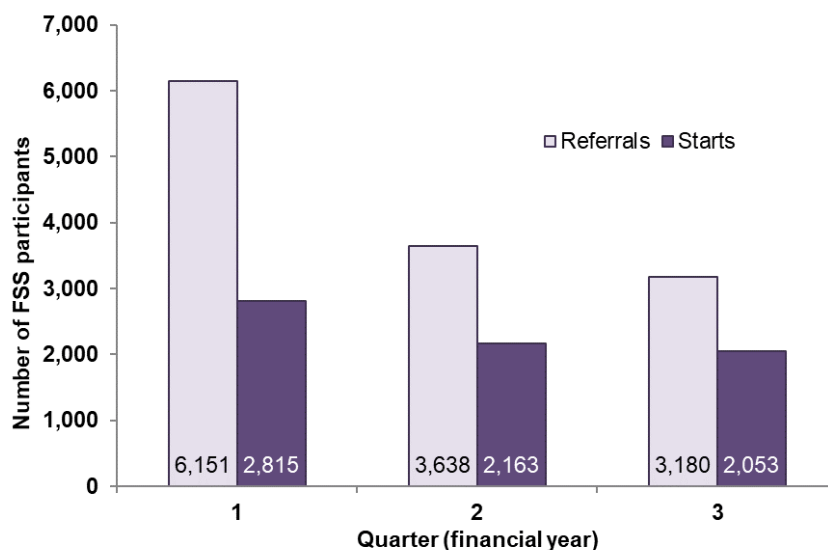
**Figure 1: Participant journeys on Fair Start Scotland, up to 31 December 2018**



\* Since participants can receive pre-employment support for up to 12 months (or even longer in some cases) we don't have enough information yet to accurately calculate outcome rates. We will however publish job start and outcome figures in the next publication.

Figure 2 shows an influx of referrals in the first three months (Q1) following service launch, amounting to almost half of all referrals received up to 31 December 2018.

**Figure 2: Employment support referrals and starts, Fair Start Scotland, up to 31 December 2018**



<sup>1</sup> We used the total number of starts (7,134) resulting from all referrals received during the period to 31 December to calculate the percentage of people who joined the service.

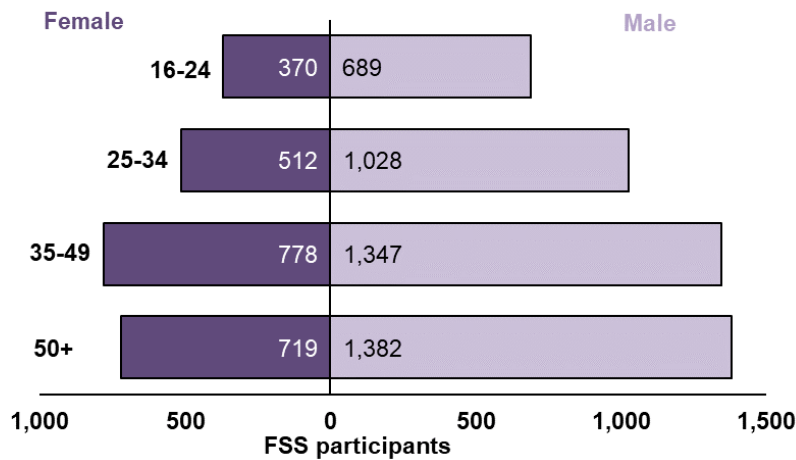
This is the first time we have published referrals and starts by Local Authority area. The number of referrals varies across the country, and generally reflects the differences in the size of the population in each area. FSS is delivered across nine geographic areas, made up of Local Authority areas. We will be considering what further information can be published at Local Authority area level for future publications.

**Table 1: Fair Start Scotland referrals and starts by Local Authority area, up to 31 December 2018**

<b>Local authority</b>	<b>Referrals</b>	<b>Starts</b>
Aberdeen City	440	259
Aberdeenshire	311	165
Angus	272	191
Argyll & Bute	48	29
Clackmannanshire	129	85
Dumfries & Galloway	189	154
Dundee City	723	469
East Ayrshire	533	228
East Dunbartonshire	138	78
East Lothian	256	121
East Renfrewshire	200	102
Edinburgh, City of	383	199
Falkirk	655	372
Fife	852	371
Glasgow City	2,529	1,312
Highland	199	123
Inverclyde	184	86
Midlothian	151	106
Moray	101	64
Na h-Eileanan Siar	29	20
North Ayrshire	307	138
North Lanarkshire	1,131	615
Orkney Islands	49	20
Perth & Kinross	148	91
Renfrewshire	348	175
Scottish Borders	216	124
Shetland Islands	75	46
South Ayrshire	226	131
South Lanarkshire	1,276	682
Stirling	178	117
West Dunbartonshire	186	83
West Lothian	367	199
Unallocated	140	76
<b>SCOTLAND</b>	<b>12,969</b>	<b>7,031</b>

From the information we gathered about individuals who joined Fair Start Scotland, we know:

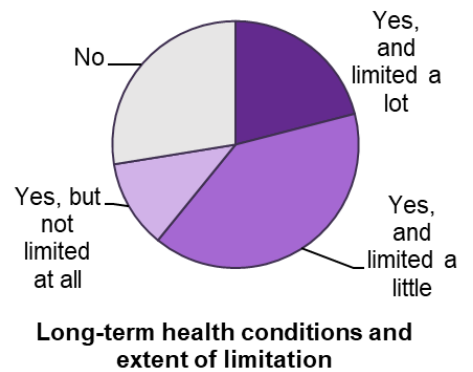
**Figure 3: Age and gender profile of FSS participants, up to 31 December 2018**



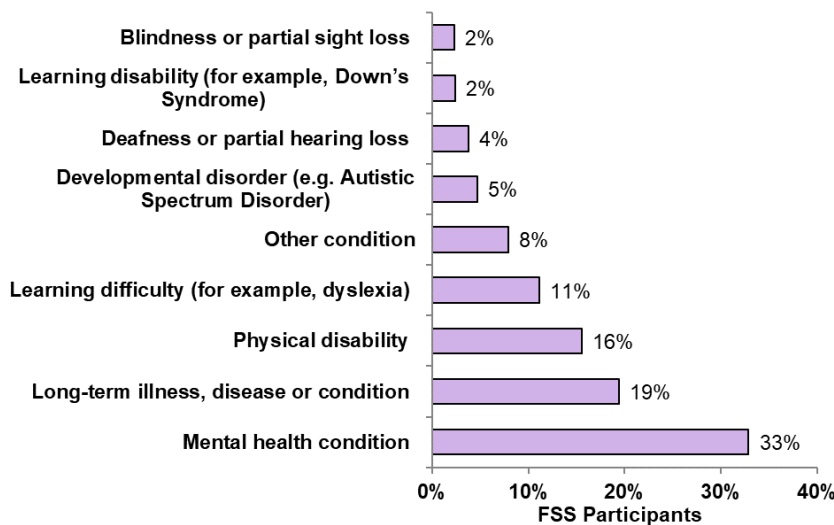
- More males (65%) than females (35%) joined the service. Most females were aged 35 to 49; whereas most males were aged 50+. 15% of all participants were aged 16 to 24.

**Figure 4: Long-term health conditions and extent of limitation, FSS participants, up to 31 December 2018**

- Over two thirds (70%) reported a long-term health condition. Of those, 77% had one long-term health condition, with almost 24% reporting two or more health conditions.
- Of those reporting a condition, 82% were either 'limited a lot' or 'limited a little' in their ability to carry out day-to-day activities. This means 57% of all FSS participants (4,004 of 7,031) reported having a disability.



**Figure 5: Long-term health conditions, FSS participants, up to 31 December 2018**



- Almost a third (33%) of long-term health conditions reported were mental health conditions. Almost a fifth (19%) were long-term illnesses, diseases or conditions and 16% were physical disabilities.

- 84% reported being from white ethnic groups, while 3% reported being from minority ethnic groups. For 13% of participants, ethnicity is unknown.

# Work First Scotland (WFS)

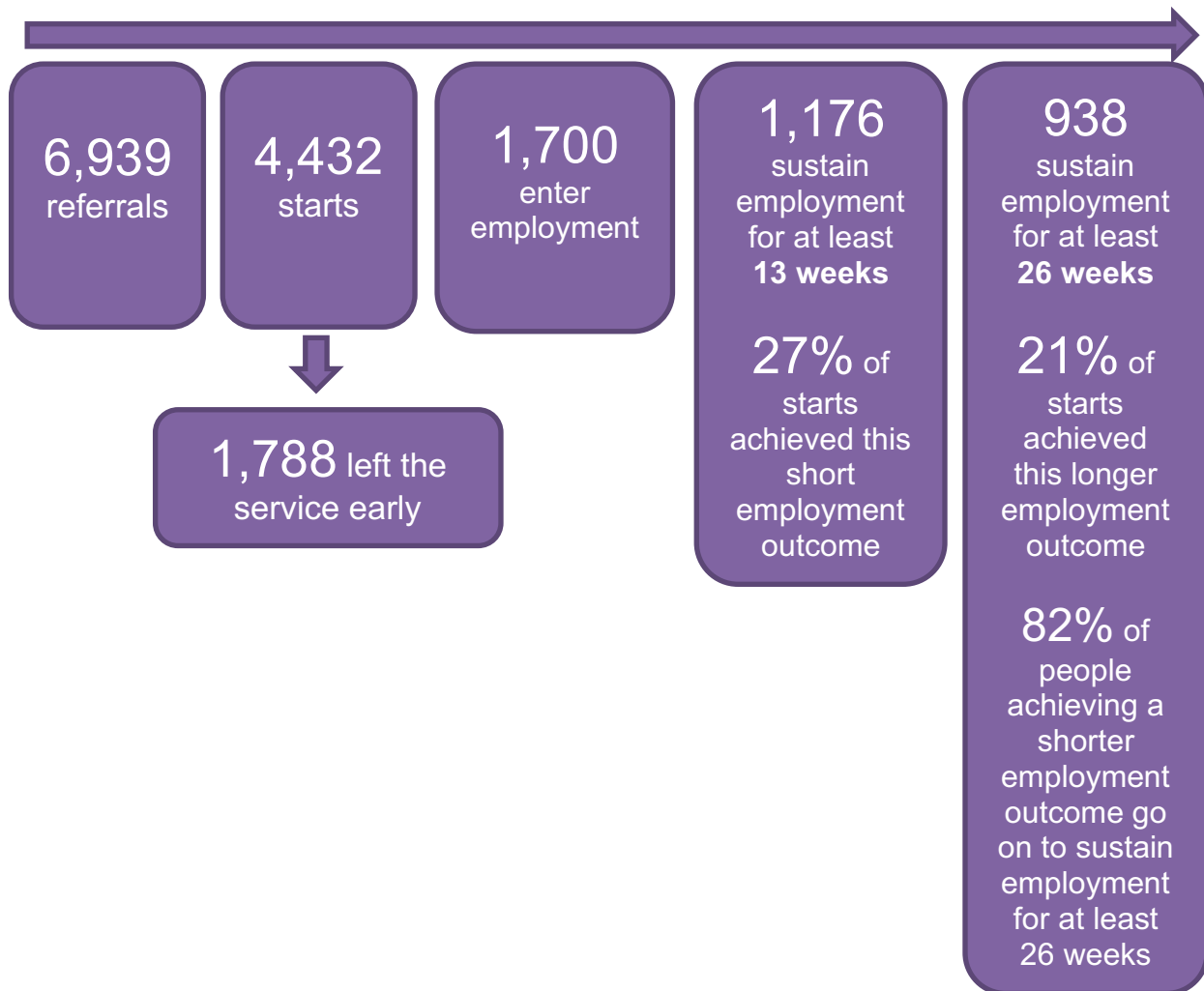
Work First Scotland is a devolved disability employment support service. It is one of two voluntary transitional services put in place before FSS was launched and aimed to deliver support for up to 3,300 disabled people. Referrals to WFS were made between 3 April 2017 and 9 March 2018. WFS participants can receive up to a maximum of 12 months support in total.

Information on how we measure each stage of the participant journey through WFS can be found in the Background Information section of this publication. Tables 9 to 18 in the accompanying Excel tables refer to WFS data. The first evaluation report regarding WFS and WAS was published in April 2018 and can be [found here](#).

## How many people joined?

6,939 people were referred into WFS between 3 April 2017 and 9 March 2018. As a result 4,432 people (64%) joined the service. By the end of 2018, 1,174 people had sustained employment for at least 13 weeks and 940 had sustained employment for at least 26 weeks.

**Figure 6: Participant journeys on Work First Scotland, up to 31 December 2018<sup>2</sup>**



<sup>2</sup> The numbers of short (1,176) and sustained (938) job outcomes shown here differs slightly from those in the published tables (1,174 and 940, respectively) since they are derived from separate administrative systems. See the background information section for details.

**From the information we gathered about individuals achieving short and sustained job outcomes on Work First Scotland, we know:**

- More males than females achieved job outcomes. 62% of short and 61% of sustained job outcomes were for males. This reflects the fact that more males (64% of participants) than females joined the service.
- The highest proportion of people joining the service were aged 35 to 49 (31%). This age group also has the highest proportion of people achieving short (33%) and sustained (34%) job outcomes.
- The highest proportion of job outcomes were achieved by people reporting long-term mental health conditions. 38% of both short and sustained job outcomes were for those with mental health conditions. 33% of people joining the service reported a mental health condition.
- The distribution of types of long-term health condition between those achieving short and sustained job outcomes, and those joining the service were broadly similar.
- The highest proportion of job outcomes (77% short and 78% sustained) were achieved by people only reporting one long-term health condition. 73% of people joining the service reported one long-term health condition.
- 4% of participants achieving short and sustained job outcomes reported being from minority ethnic groups. This is the same proportion as those joining the service.

# Work Able Scotland (WAS)

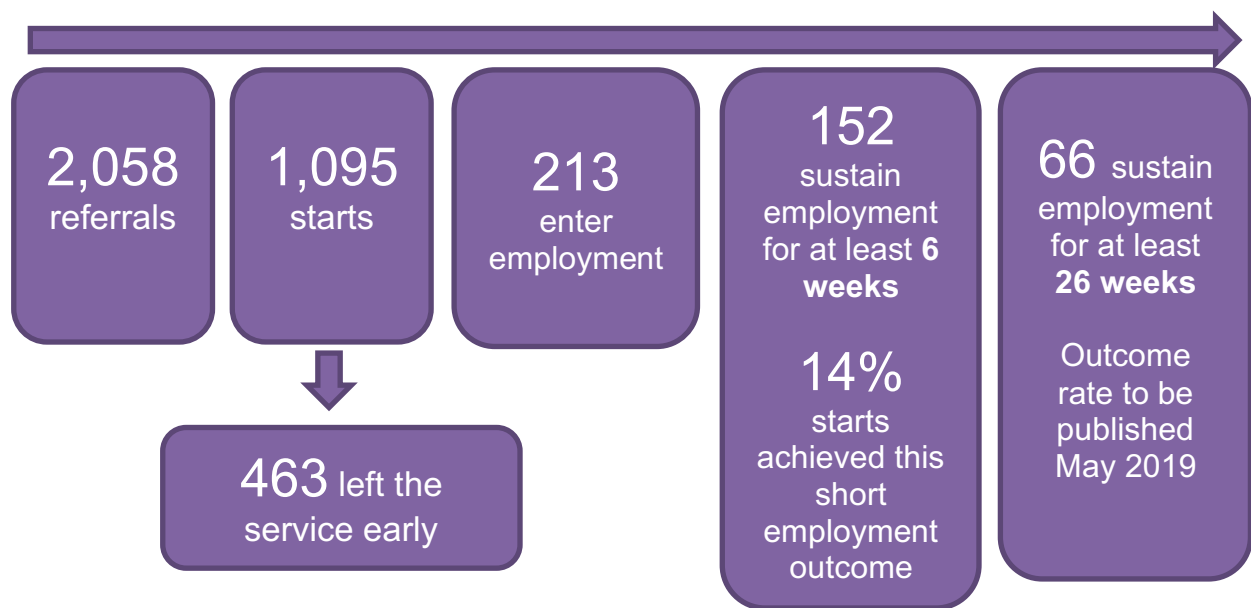
Work Able Scotland (WAS) is a devolved employment support service for those with a health condition, managed by Skills Development Scotland. It is one of two voluntary transitional services put in place before Fair Start Scotland was launched and aimed to deliver support for up to 1,500 people with a health condition. WAS participants can receive up to a maximum of 12 months support in total, whether for pre-employment support and/or in-work support or any combination of both.

Information on how we measure each stage of the participant journey through WAS can be found in the Background Information section of this publication. Tables 19 to 28 in the accompanying Excel tables refer to WAS data. The first evaluation report regarding WFS and WAS was published in April 2018 and can be [found here](#).

## How many people joined?

2,058 people were referred into WAS between 3 April 2017 and 9 March 2018. As a result 1,095 people (53%) joined the service. By the end of 2018, 152 people had sustained employment for at least 6 weeks and 66 had sustained employment for at least 26 weeks.

**Figure 7: Participant journeys on Work Able Scotland, up to 31 December 2018**



**From the information we gathered about individuals achieving short and sustained job outcomes on Work Able Scotland, we know:**

- More males than females achieved job outcomes. 57% of short and 53% of sustained job outcomes were for males. This reflects the fact that more males (57% of participants) than females (44%) joined the service.
- The highest proportion of people joining the service were aged 35 to 49 (35%). This age group also has the highest proportion of people achieving short (39%) and sustained (36%) job outcomes.
- The highest proportion of job outcomes were associated with people with long-term mental health conditions. 49% of short and 48% of sustained job outcomes were for those with mental health conditions. 46% of people joining the service reported a mental health condition.
- The distribution of types of long-term health condition between those achieving short and sustained job outcomes, and those joining the service were broadly similar.
- The highest proportion of job outcomes (62% short and 59% sustained) were achieved by people only reporting one long-term health condition. 60% of people joining the service reported one long-term health condition.
- 3% of participants achieving short job outcomes reported being from minority ethnic groups. Similar proportions of those joining the service also reported being from minority ethnic groups. However, the number of participants from minority ethnic groups joining this service are small - so exercise caution when using these figures.



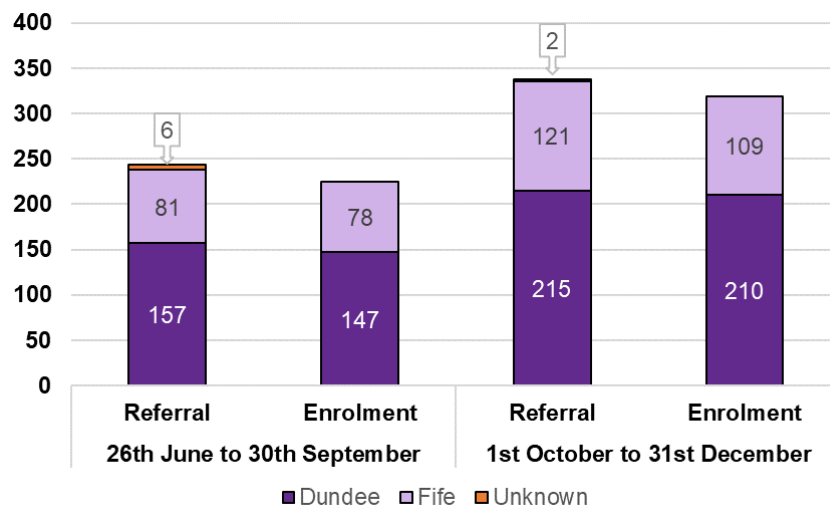
# Health & Work Support Pilot

The Health & Work Support Pilot streamlines existing health and employability services by providing a single point of contact for those at risk of falling out of work or who have recently left due to ill health. The service offers NHS delivered case-management support to those at risk of falling out of work or recently unemployed (up to 6 months) due to ill health, as well as offering specialist advice to individuals and employers. This 2-year pilot was launched on 26 June 2018. Tables 29 to 33 in the accompanying Excel tables refer to the Pilot data.

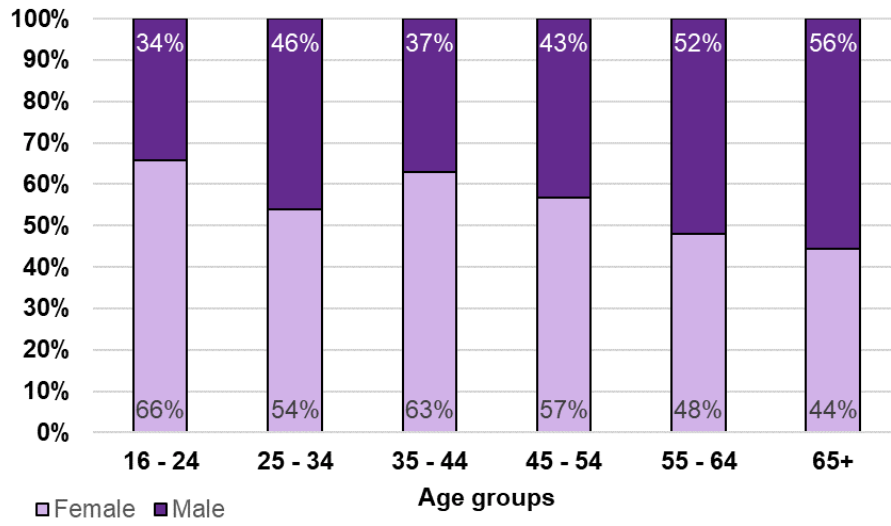
## How many people joined and what do we know about the people joining?

- There were 582 referrals and 544 enrolments into case management support from 26 June to 31 December 2018. Referrals and enrolments have increased between the first quarter of the pilot (26 June to 30 September) and the second quarter (1 October to 31 December) by 39% for referrals and 42% for enrolments.
- Most people enrolled into the case management services were employed (86%), with 14% being recently unemployed (up to 6 months).
- More females (56%) than males (44%) were eligible to access the case management services. There were a higher proportion of females in each age group up until age 55 to 64.
- The most common health conditions reported are musculoskeletal conditions (e.g. back pain; 63%), followed by mental health conditions (25%). 7% reported other types of health conditions, and for 4% of participants health condition is unknown.

**Figure 8: Health & Work Support referrals and enrolments, up to 31 December 2018**



**Figure 9: Health & Work Support Pilot enrolments, up to 31 December 2018**



# Background Information

## 1. Experimental Statistics

Experimental statistics are a type of official statistics that are undergoing development. They are defined in the Code of Practice for Official Statistics as: 'new official statistics undergoing evaluation that are published in order to involve users and stakeholders in their development as a means to build in quality at an early stage'.

### 2a. Reporting periods

**Fair Start Scotland.** The service was launched 3 April 2018 (Q1). We report referrals and starts for Q1 2018 to Q3 2018 (31 December 2018). There was an opportunity for referrals to be made for a short period prior to launch, commencing 13 March 2018.

**Work First Scotland and Work Able Scotland.** These services were launched 3 April 2017 (Q1), referrals to both services stopped in Q1 2018 (9 March 2018). We report all referrals between 3 April 2017 and 9 March 2018. We also report all starts for each service – all starts were recorded by 30 March 2018 (Q4), aside from 4 starts in April for WFS. We started reporting job outcomes for participants in Q1 2018 and the latest data included Q3 2018.

**Health & Work Support Pilot.** The pilot was launched on 26 June 2018 and is scheduled to run for 2 years. We have reported referrals and enrolments for the first quarter of the pilot (July to September) and the second quarter of the pilot (October to December). Data for the second quarter includes 5 days of June, as the service was launched at the end of June.

### 2b. Reporting differences

The output classifications for age groups used in this publication for the Health & Work Support pilot differ slightly from those used for Work First Scotland, Work Able Scotland and Fair Start Scotland. The output classifications for health conditions used for Work Able Scotland and the Health & Work Support pilot are each also slightly different than those used for Work First Scotland and Fair Start Scotland.

## 3. Fair Start Scotland (FSS) background information

### Data sources

#### The Scottish Employability Tracking System (SETS)

SETS is the Scottish Government referrals tracking system for Fair Start Scotland. Information on those referred ('referrals') and outcomes relating to those individuals, including those who join FSS ('starts') and subsequently achieve employment outcomes ('job outcomes'), is recorded on SETS. It tracks the progress of referrals made to the service and provides management information in relation to performance.

The statistics in this release are based on figures extracted from SETS on 5 February 2019.

#### Information provided by service providers

The statistics on age, gender, long-term health conditions, disability and ethnic group are derived from information collected by service providers when an individual joins FSS. Information is collected via a combination of face-to-face interview and SG equalities monitoring forms, using SG recommended questions and published using related output classifications. The statistics in this release are based on returns for the period 13 March to 31 December 2018.

Local Authority areas map to FSS delivery areas as follows:

<b>FSS Delivery Area</b>	<b>Local Authority Area</b>
Glasgow	Glasgow City Council
Lanarkshire	North Lanarkshire Council South Lanarkshire Council
Tayside	Angus Council Dundee City Council Perth and Kinross Council
Forth Valley	Clackmannanshire Council Falkirk Council Stirling Council
East	Edinburgh City Council East Lothian Council Fife Council Midlothian Council Scottish Borders Council West Lothian Council
Southwest	East Ayrshire Council Dumfries and Galloway Council North Ayrshire Council South Ayrshire Council
North East	Aberdeen City Council Aberdeenshire Council
Highlands and Islands	Argyll and Bute Council Na h-Eilean Siar (Western Isles Council) Highlands Council Moray Council Orkney Islands Council Shetland Islands Council
West	East Renfrewshire Council Inverclyde Council Renfrewshire Council East Dunbartonshire Council West Dunbartonshire Council

## **Methodology**

### **Referrals**

The referral numbers published in this release are net figures, which excludes 231 rejected referrals. The vast majority of these were duplicates.

### **Starts**

The total number of FSS starts used to calculate the percentage of people who joined the service reflects the outcomes of referrals made during the period 13 March to 31 December 2018, which includes 105 people who had a recorded start date after that, as recorded by SETS.

## **Data amendments**

Some inconsistencies in responses to the questions on disability, as reported by service providers, were identified, as follows:

- Of those participants who responded 'No' to the question asking whether respondents had a physical or mental health condition lasting, or expected to last 12 months or more:
  - 249 participants answered the second question on extent of limitation (12 yes, a lot; 94 yes, a little; 143 not at all). These responses were excluded from the totals.
  - 148 participants reported one or more long-term health condition (162 conditions in total were recorded). These conditions have been excluded from the count of long-term health conditions.
  - In 65 cases, more than one response for extent of limitation was recorded, in which case only the highest level has been included.

## **4. Work First Scotland (WFS) background information**

### **Data sources**

#### **The Department for Work and Pensions (DWP) Provider Referrals and Payments (PRaP) system**

Information on those referred ('referrals') to WFS and outcomes relating to those referrals, including those who join WFS ('starts') and subsequently achieve employment outcomes ('job outcomes'), is recorded by the DWP PRaP system. Service providers send monthly returns to DWP, containing information on outcomes for participants, including starts, as well as information relating to employment outcomes.

The Scottish Government receive monthly reports from PRaP, via DWP. The statistics in this release are based on the report generated on 31 December 2018. For additional quality assurance purposes, equivalent data as recorded by service providers on their caseload management systems is also reported to SG at regular intervals.

### **Information collected by service providers**

The statistics on long-term health conditions, age, gender and ethnic group are derived from information collected by service providers when an individual joins WFS. This information is required for service delivery and equalities monitoring purposes. Information is collected via a combination of face-to-face interview, and SG equalities monitoring forms. The statistics in this release are based on returns for the period 13 March to 31 December 2018.

When an individual progresses into work, service providers record a 'job start' for the individual on their management information (MI) systems. An individual can enter employment more than once; however the figures in this publication are for the individual's first recorded job only. The number of job starts is therefore equal to the number of people who had entered employment. All figures are up to 31 December 2018.

### **Methodology**

#### **Referrals**

The referral numbers published in this release are net figures, which exclude a small number of inappropriate referrals. Inappropriate referrals are those made for people who do not meet eligibility criteria or are not suitable for the service.

## **Starts**

The total number of WFS starts used in the calculation of the percentage of people who joined the service reflects the outcomes of referrals during the period 3 April 2017 to 9 March 2018, which includes 4 people who had a recorded start date after 30 March 2018, as recorded by the DWP PRaP system.

The percentage of people who joined WFS is calculated by dividing the total number of starts which have resulted from the total number of referrals made during the period 3 April 2017 to 9 March 2018, as recorded by the DWP PRaP system. Referrals which are recorded as being inappropriate are excluded from the calculation.

## **Employment outcomes**

A 'short' job outcome is achieved when a participant stays in work, or is self-employed, working 16 hours per week or more, for at least 13 consecutive weeks; that is, a job which lasts at least 13 weeks.

A 'sustained' job outcome is achieved when a participant stays in a job, or is self-employed, working 16 hours per week or more, for at least 26 weeks out of 30; that is, continuous employment, but not necessarily in the same job, lasting 26 out of 30 weeks (breaks in employment must total no more than 4 weeks).

The start to short job outcome rate at 31 December 2018 is calculated by dividing the total number of short job outcomes achieved by the total number of starts recorded during the first year of WFS (3 April to 29 December 2017) i.e. all starts to the service. This rate is therefore near-final, but may change slightly in future publications, as figures will not be final until the services close.

The start to sustained job outcome rate at 31 December 2018 is calculated by dividing the total number of sustained job outcomes achieved by the total number of starts recorded during the first 9 months of WFS (3 April to 29 December 2017). Participants who have not yet had 12 months to achieve a sustained job outcome (people who started on the service after 29 December 2017) are excluded from the calculation.

The short to sustained job outcome rate at 31 December 2018 is calculated by dividing the total number of sustained job outcomes achieved by the total number of participants achieving short outcomes recorded during the first 9 months of WFS (3 April to 29 December 2017). Participants who have not yet had 12 months to achieve a sustained job outcome (people who started on the service after 29 December 2017) are excluded from the calculation.

The number of job outcomes recorded by service providers on their caseload management systems differs slightly from the number of starts recorded by the DWP PRaP system. There are minor differences in these totals because they are derived from separate administrative systems.

## **5. Work Able Scotland (WAS) background information**

### **Data sources**

#### **Skills Development Scotland (SDS) Corporate Training System (CTS)**

The figures on those who join WAS ('starts') and achieve employment outcomes ('job outcomes') are derived from information recorded and maintained on CTS by service providers. CTS is an IT system which supports the administration of programmes such as WAS. The system facilitates the processing of payments to training providers and the effective recording and monitoring of individuals' information. Data from CTS up to 28 December 2018 was used to provide the numbers for this report.

## **Information collected by service providers**

Referrals are reported to SDS directly by service providers. The agreed referral arrangements for WAS between DWP and SDS are based on a clerical process put in place between DWP and service providers. DWP makes referrals directly to service providers by post, using the [WAS Referral form](#). Providers maintain records of referrals received and the outcome of those. Data integrity checks are carried out by SDS as part of monitoring activities on an on-going basis. This includes liaison with service providers in relation to any discrepancies. Final checks of totals were made prior to production of the figures used in this release.

Equalities monitoring information for WAS participants is collected using SDS' equalities monitoring form, which is consistent with the form used for capturing data for the published statistics on National Training Programmes (Modern Apprenticeships and Employability Fund).

When an individual progresses into work, WAS service providers record a 'job start' for the individual. The number of job starts is recorded on provider caseload management systems. An individual can enter employment more than once; however the figures in this publication are for an individual's first recorded job only. Therefore the number of job starts is equal to the number of individuals who had entered employment.

## **Methodology**

### **Referrals**

The referral numbers published in this release are net figures, which exclude a small number of inappropriate referrals. Inappropriate referrals are those made for people who do not meet the [eligibility criteria](#) or are not suitable for the service.

### **Starts**

The total number of WAS starts used in the calculation of the percentage of people who joined the service reflects the outcomes of referrals made between 3 April 2017 and 9 March 2018.

WAS participant information is based on the total number of people who had a recorded start date on CTS which fell within the period 3 April 2017 to 30 March 2018.

The percentage of people who join WAS is calculated by dividing the total number of starts which have resulted from the total number of referrals made during the period 3 April 2017 to 9 March 2018. This calculation uses number of referrals submitted by service providers, and number of starts recorded on CTS. Referrals which are recorded as being inappropriate are excluded from the calculation.

### **Employment outcomes**

A 'short' job outcome is achieved when a participant stays in a job, or is self-employed, working 16 hours per week or more, for at least 6 consecutive weeks; that is, a job which lasts at least 6 weeks.

A 'sustained' job outcome is achieved when a participant stays in work, or is self-employed, working 16 hours per week or more, for at least 26 weeks out of 30; that is, the same job with continuous employment lasting 26 out of 30 weeks (breaks in employment should last no longer than 4 weeks).

The commencement date for a job outcome must occur either (i) during the period the participant is engaged in the service, or (ii) no later than the date occurring 13 weeks after the date the customer leaves the service.

The start to short job outcome rate at 31 December 2018 is calculated by dividing the total number of short job outcomes achieved by the total number of starts recorded during the first 6 months of WAS (3 April to 29 September 2017). This is because participants are entitled to up to 12 months of support plus a maximum of 19 weeks to achieve a short job outcome (6 weeks, plus 13 weeks to claim).

A start to sustained job outcome rate will be available in the next publication in May 2019.

## **6. Health & Work Support Pilot background information**

### **Data sources**

Data for the case-management service is recorded on Syntax, a system run by Salus (NHS Lanarkshire). Referrals and enrolment information is collected via a web-based referral form or by a call handler provided by Salus. All information is self-reported by the client.

### **Methodology**

#### **Referrals**

Referrals are made either by participants themselves or an external organisation (e.g. GPs, Jobcentre Plus or employers). This is completed before employment status, health condition or eligibility has been determined. All referrals are counted, even if they are not eligible or the user does not wish to continue. The pilot accepts referrals as eligible if they come from anyone with ill-health and/or a disability living or working in Dundee City & Fife who are either:

- Recently unemployed (up to 6 months)
- Working but at risk of unemployment (so for example, the participant could be off-sick from work (absent from work)).

#### **Enrolments**

An enrolment (where the participant joins the service) is recorded when a participant has spoken to a call handler to determine their eligibility and collect basic information about their situation, including equalities information. The client is enrolled into the case management services provided by NHS staff in either Dundee City or Fife.

#### **Health conditions**

The health status of a client is recorded by the case manager during the clinical assessment performed by NHS staff in the local teams. All health conditions for those enrolled into the case-management service and who have had an assessment should be recorded, but sometimes it may not be. Health conditions are self-reported by the client to the case-manager, who then records it using pre-decided commonly occurring categories (e.g. Mental health – depression). It's important to note that the health conditions reported for the pilot are collected in a different way to the health conditions reported in FSS, WAS & WFS.



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