



## ECONOMY AND LABOUR MARKET

# Scotland's Devolved Employment Services: statistical summary

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Work First Scotland closed in July 2019, and Work Able Scotland will close in November 2019. As the services near conclusion, there is minimal change in the data on job outcomes and so statistics and commentary on the services are no longer included in the publication. Statistics on both services are still available in the Excel tables (tables 22 to 41) which accompany the publication.

### 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 becomes available to publish as the services mature.

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](#)

# Key findings

To end of June 2019:

- 21,943 people were referred to Fair Start Scotland (FSS) and 60% (13,061) joined. The proportion of those joining FSS after being referred is increasing over time – from 48% in the first quarter of FSS to 65%<sup>1</sup> in the most recent quarter (April to June 2019).
- 3,004 participants had started a job. 1,328 of these had sustained employment for at least 13 weeks and 649 had sustained employment for at least 26 weeks.
- Two-thirds (66%) of FSS participants reported a long-term health condition – mental health conditions were most common and accounted for 37% of all conditions reported.
- 4% of people joining FSS reported being from minority ethnic groups. Of all minority ethnic participants, 44% were women and 54% were men, compared to 34% and 64% respectively of white participants.

## Fair Start Scotland (FSS)

The Scottish Government launched Fair Start Scotland (FSS) on 3 April 2018. It is a voluntary employability service that aims to support 38,000 people over a 3 year referral period.

The service is designed to meet the needs of those who face a range of challenges in obtaining work, including people with a disability or health condition, people with convictions, care-experienced young people, single parents, refugees, ethnic minorities, and people who live in some of the most deprived areas in Scotland. More information about the service can be found [here](#).

Tables 1 to 21 in the accompanying Excel tables refer to FSS data. Table 20 provides all national totals (see Figure 1) at Local Authority (LA) level, mapped to FSS Delivery Area. Please use caution in interpreting data at lower levels of geography, as numbers are small in some instances. A range of factors contribute to variations in totals across LA's, and the caveats which apply to national data also apply<sup>2</sup>

**Figure 1: Overview of Fair Start Scotland, to end of June 2019**



<sup>1</sup> This figure is not finalised yet, so is likely to be revised upwards in the next publication. This is because those referred at the end of the period may not have had time to start on the service.

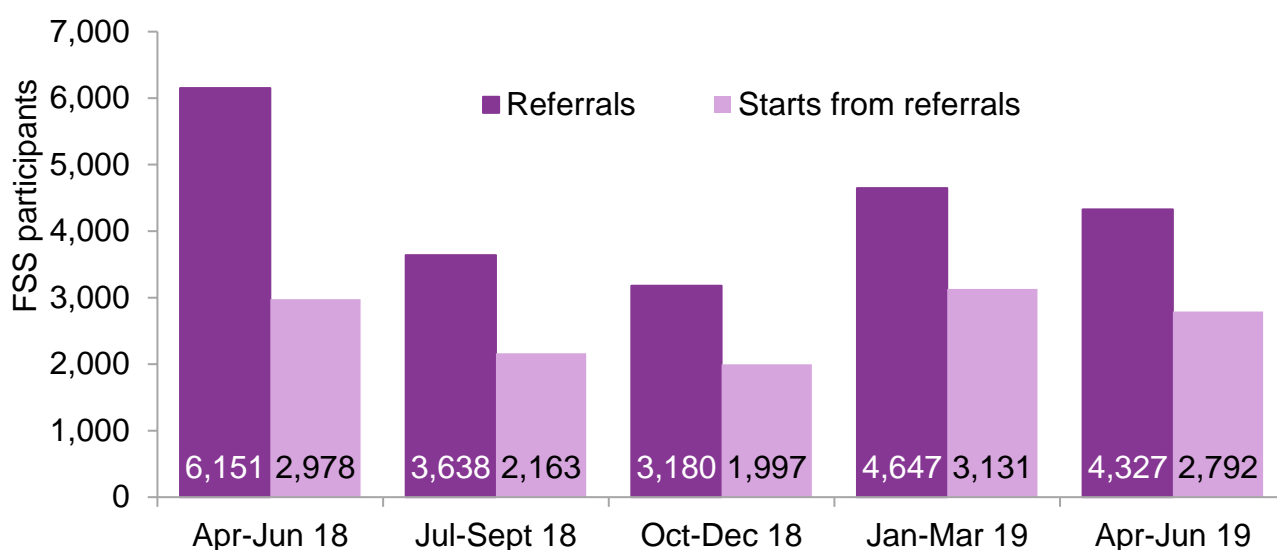
<sup>2</sup> Since participants start at different times throughout the lifetime of the service, some participants will not yet have had enough time to achieve job outcomes within a given reporting period.

### How many people joined FSS, to end of June 2019?

21,943 people were referred to FSS and 60% (13,061) of those joined. Figure 2 shows the number of people who started on FSS, from the referrals made in each quarter.

The proportion of referrals joining the service has been increasing over time. 48% of those referred in quarter 1 of the service started on FSS, rising to 65% in the most recent quarter (April to June 2019). People who were referred towards the end of that quarter may not have had time to join the service by the end of the reporting period. This means that the overall start rate, as well as that for the most recent quarter, will be updated in the next publication.

**Figure 2: Quarterly referrals and starts on Fair Start Scotland, to end of June 2019**



### How many people left FSS early, to end of June 2019?<sup>3</sup>

At the end of June 2019, 4,032 people (31% of those joining) had left FSS early. FSS is not a mandatory service, so people are free to join or leave the service whenever they want. People may disengage from the service (sometimes with no specific reason cited) for a variety of reasons depending on individual circumstances. Further analysis on the characteristics of those leaving the service in the first 6 months is presented in the first FSS evaluation report<sup>4</sup>.

### How many people entered and sustained employment, to end of June 2019?

A total of 3,004 people had started a job. 1,328 of those people had sustained employment for at least 13 weeks and 649 had sustained employment for at least 26 weeks. So far, around three quarters of people who achieve 13 week job outcomes go on to achieve 26 week outcomes. See Tables 2 and 3 in the accompanying Excel tables for details.

Of the participants who sustained employment, 88% (1,167) of those achieving 13 week outcomes had joined FSS during the first 9 months of the service, and 89% (576) of those achieving 26 week outcomes had joined during the first 6 months. The average length of

<sup>3</sup> 'Early leavers' are defined as those who leave FSS before the end of the pre-employment support period without having achieved a job outcome

<sup>4</sup> <https://www.gov.scot/publications/fair-start-scotland-evaluation-report-1-implementation-early-delivery-review-june-2019/pages/3/>

time taken to achieve a 13 week job outcome is currently around 6 months, and 9 months for a 26 week job outcome. However, there are large variations in the length of time taken to achieve job outcomes, as many factors influence both the path and pace of individual participant journeys.

**Figure 3: FSS participants achieving 13-week job outcomes, as a percentage of those who joined, by month joined, April to December 2018**

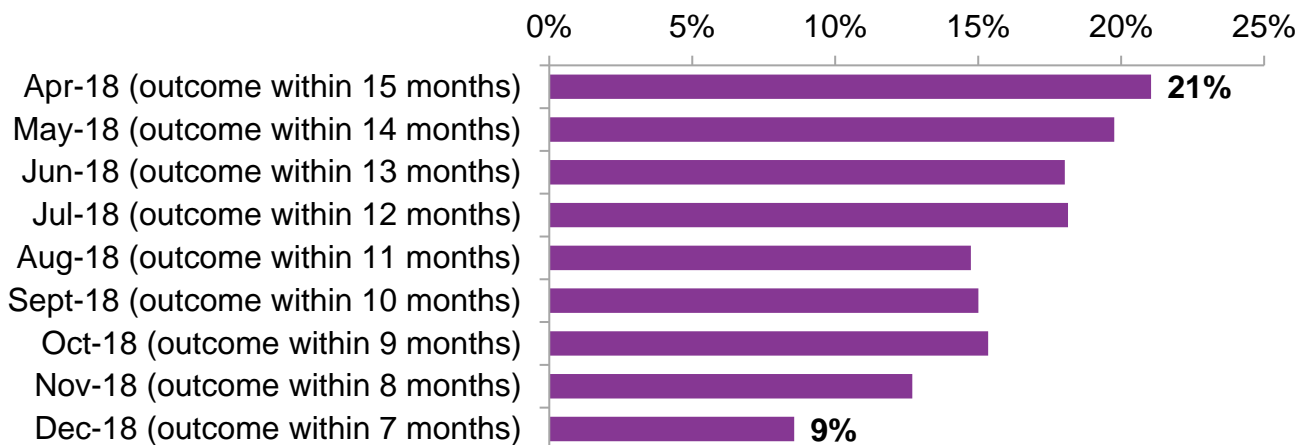


Figure 3 shows that participants who started earliest on FSS (and so have had most time on the service) have achieved the highest level of outcomes. At the end of June, 21% of starts who joined in April 2018 (having spent 15 months on the service) had achieved a 13 week job outcome, compared with 9% of those who joined in December (having spent 7 months on the service). Data for 26 week job outcomes can be found in table 3 in the accompanying Excel tables.

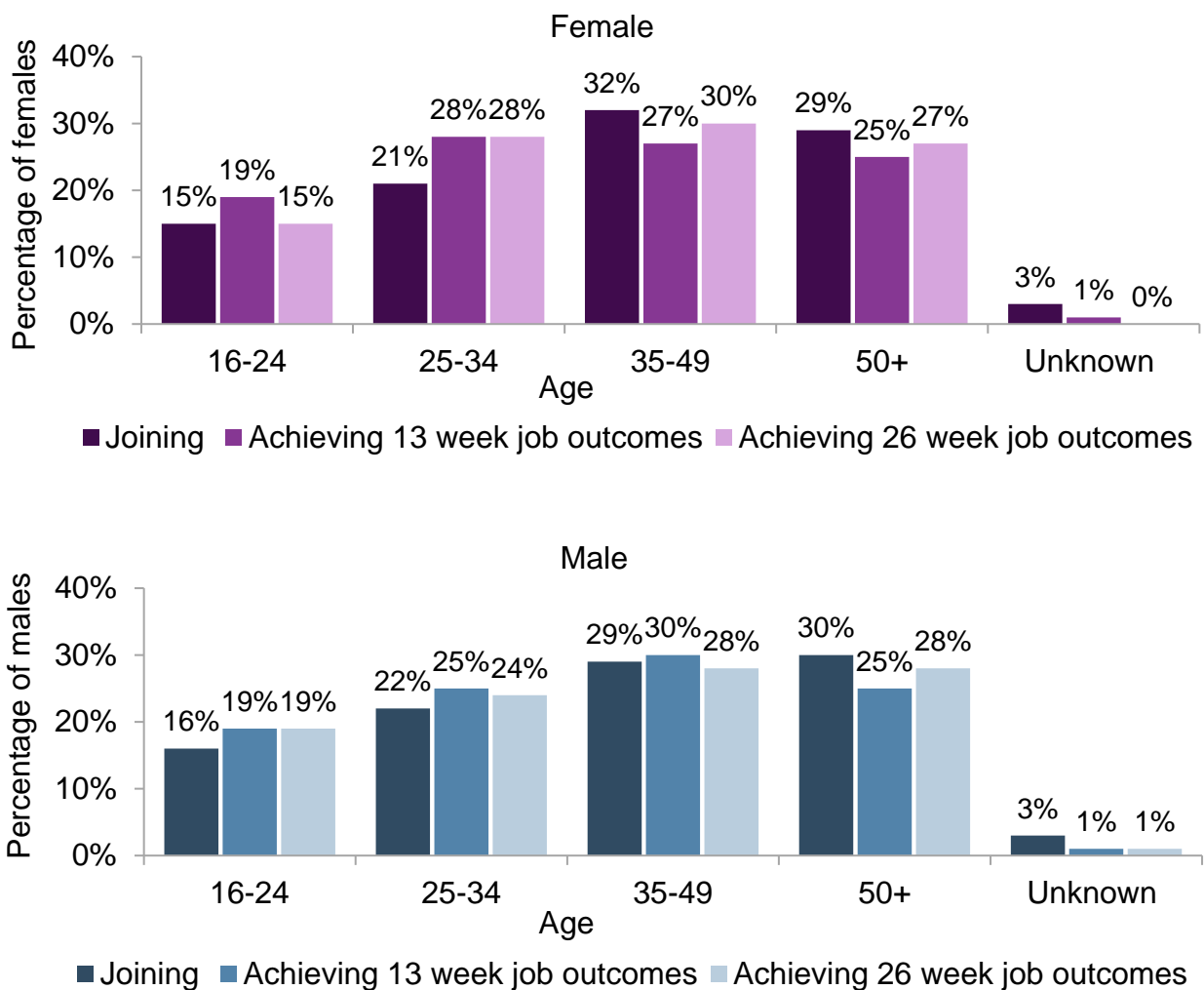
A 13 week job outcome rate, based on everyone who started during the first 3 months of the service, will be available in the next publication in November 2019. This rate will be updated to include those who started during the first 6 months in the publication after that, and so on.

## What do we know about the people who joined FSS and those who achieved job outcomes, to end of June 2019?

### Gender and age

- More men (64%) than women (35%) joined FSS<sup>5</sup>. This is reflected in the profile of people achieving both 13 and 26 week outcomes (64% men, 36% women).
- Participants aged 16 to 34 accounted for 38% of those joining FSS, but slightly higher proportions of those achieving 13 week and 26 week job outcomes; 45% and 43%, respectively. This pattern holds true for both men and women (Figure 4).
- Participants aged 35 or over accounted for 60% of those joining FSS, but slightly lower proportions of those achieving 13 and 26 week job outcomes; 54% and 56%, respectively. Again, there is a similar trend for both men and women (Figure 4).
- Participants aged 50 or over achieved higher percentages of 26 week job outcomes (women 27%; men 28%) than 13 week job outcomes (women and men, both 25%) (Figure 4).

**Figure 4: Age and gender of those joining FSS and achieving 13 and 26 week outcomes, to end of June 2019**

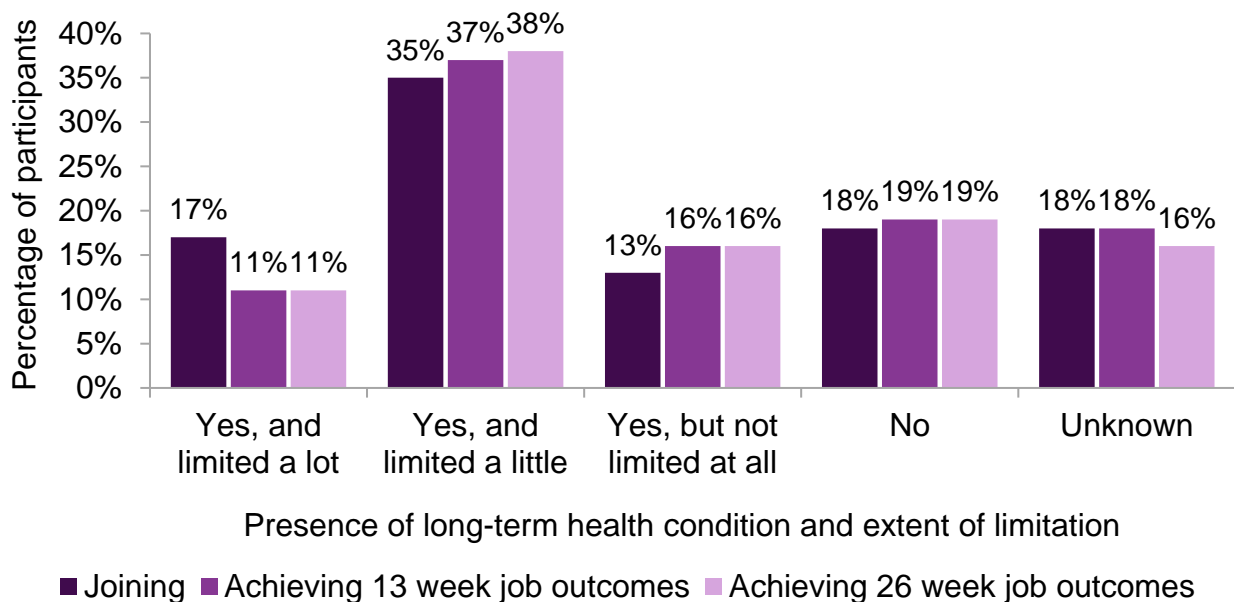


<sup>5</sup> 1% unknown gender

## Health and disability

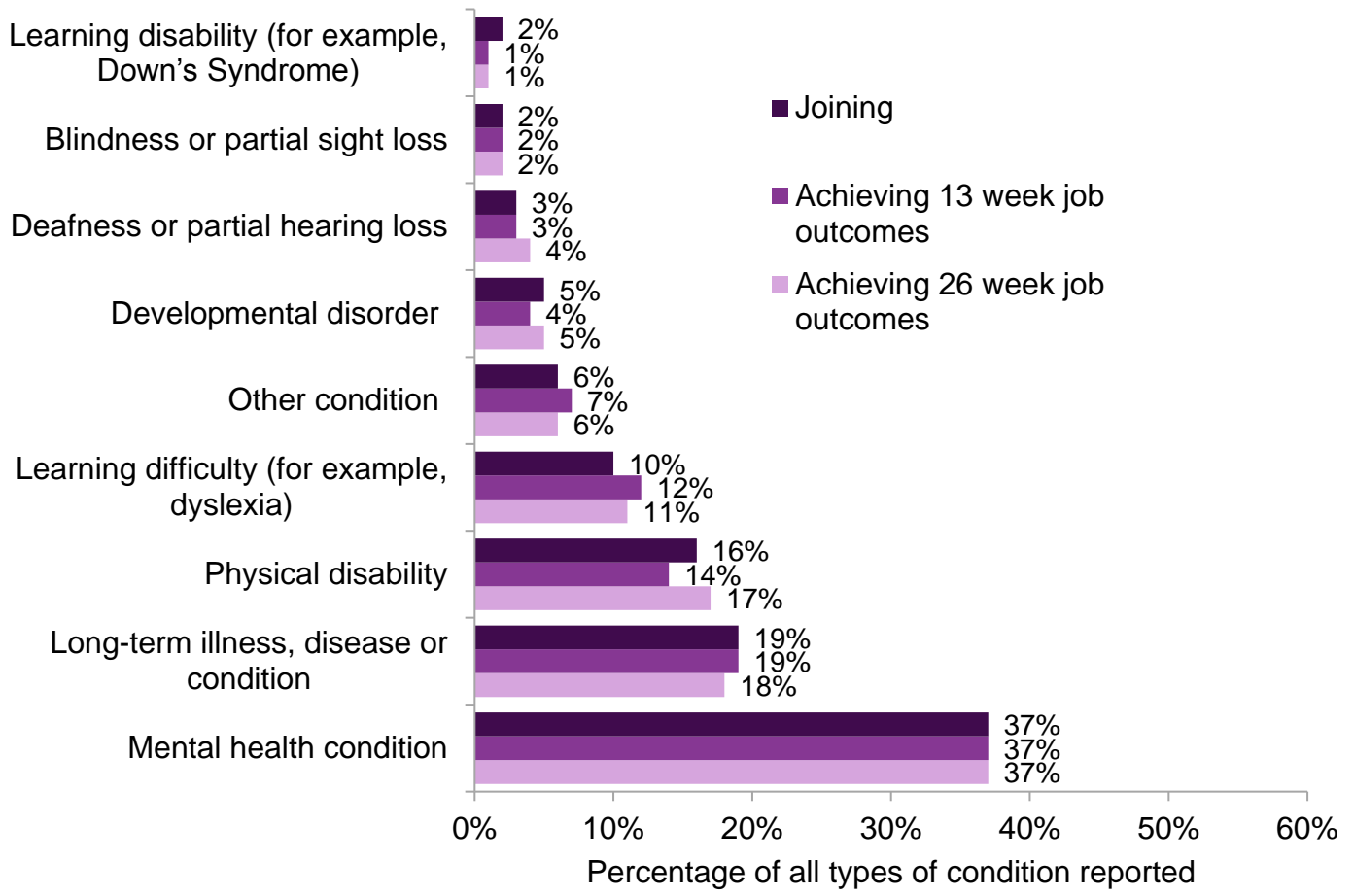
- 66% of those joining FSS reported having a long-term health condition. The proportions of those achieving 13 week or 26 week job outcomes who reported a long-term health condition were broadly similar (64% and 65%, respectively).
- 52% of those joining FSS reported having a disability<sup>6</sup> (note this calculation included 18% for whom disability is unknown). This percentage is slightly higher than for those reporting a disability who achieved 13 week (48%), and 26 week (49%) job outcomes (with 17% and 16% for whom disability is unknown, respectively). (Figure 5)
- 37% of those joining the service reported having a mental health condition. The same proportion of those achieving 13 week and 26 week job outcomes reported a mental health condition (Figure 6).
- Slightly higher percentages of people achieving both 13 and 26 week outcomes (56%) reported only one long-term health condition, compared with those who joined the service reporting one condition (54%). Conversely, slightly lower percentages of people achieving 13 and 26 week outcomes (9%) reported 2 or more conditions, compared to those reporting 2 or more conditions who joined (12%) (Figure 7).

**Figure 5: Long-term health conditions and extent of limitation reported by those joining FSS and achieving 13 and 26 week job outcomes, to end of June 2019**

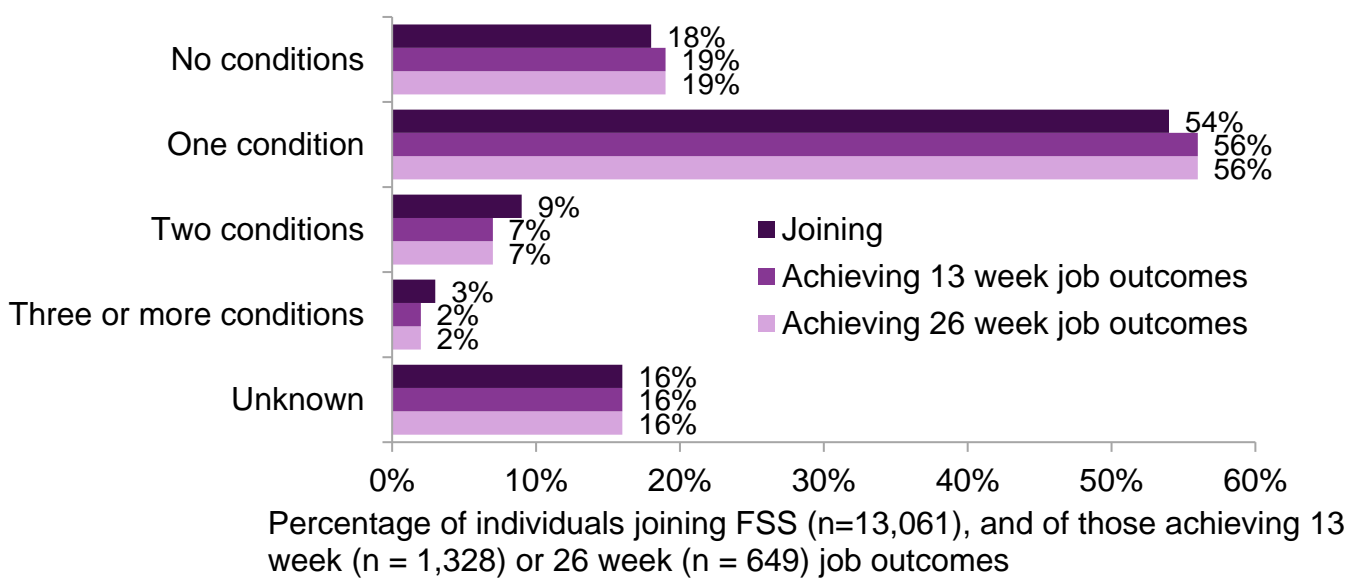


<sup>6</sup> The disabled population is calculated by dividing the sum of people who are 'limited a lot' and 'limited a little', by the total number of participants

**Figure 6: Long-term health conditions reported by those joining FSS and achieving 13 and 26 week job outcomes, to end of June 2019**



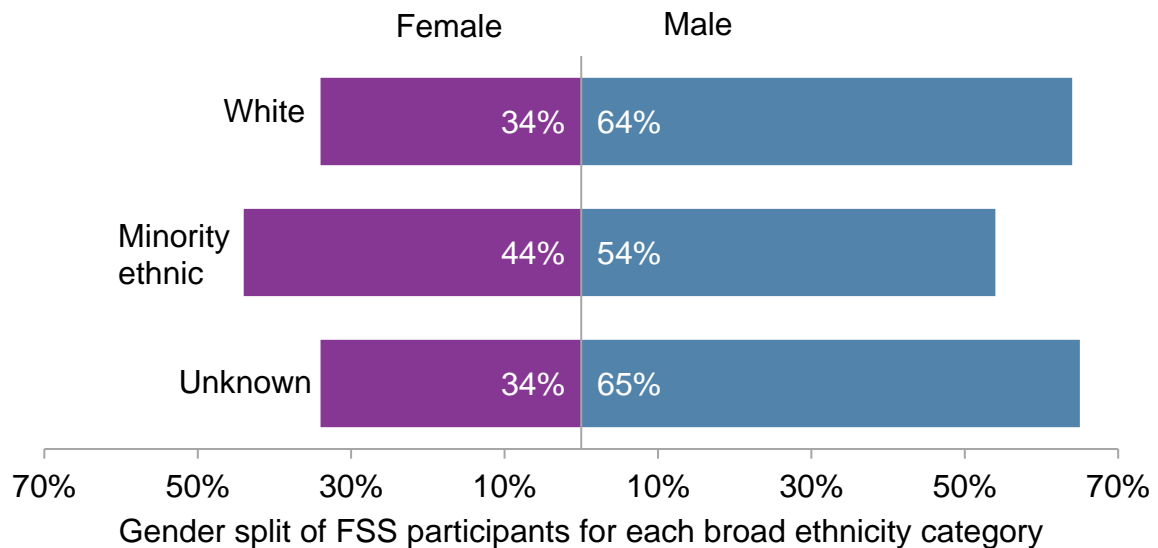
**Figure 7: Number of long-term health conditions reported by those joining FSS and achieving 13 and 26 week job outcomes, to end of June 2019**



## Ethnic group

- 4% of people joining FSS reported being from minority ethnic groups<sup>7</sup> (78% white; 18% unknown). The ethnic group profile of participants achieving 13 week (4% minority ethnic; 82% white, 13% unknown) and 26 week (4% minority ethnic; 82% white; 14% unknown) job outcomes, is very similar to the ethnic group profile of those joining the service.
- Of all minority ethnic participants, 44% were women and 54% were men, compared to 34% and 64% respectively of white participants (Figure 8). Within age groups, the highest proportion of minority ethnic participants (6%) were aged 25-34, and the least (3%) aged 50 plus.

**Figure 8: Ethnic group and gender of those joining FSS, to end of June 2019**



<sup>7</sup> 'Minority ethnic' includes Mixed or multiple ethnic groups, Asian, Asian Scottish or Asian British, African, Caribbean or black and Other ethnic groups.



# Health & Work Support Pilot

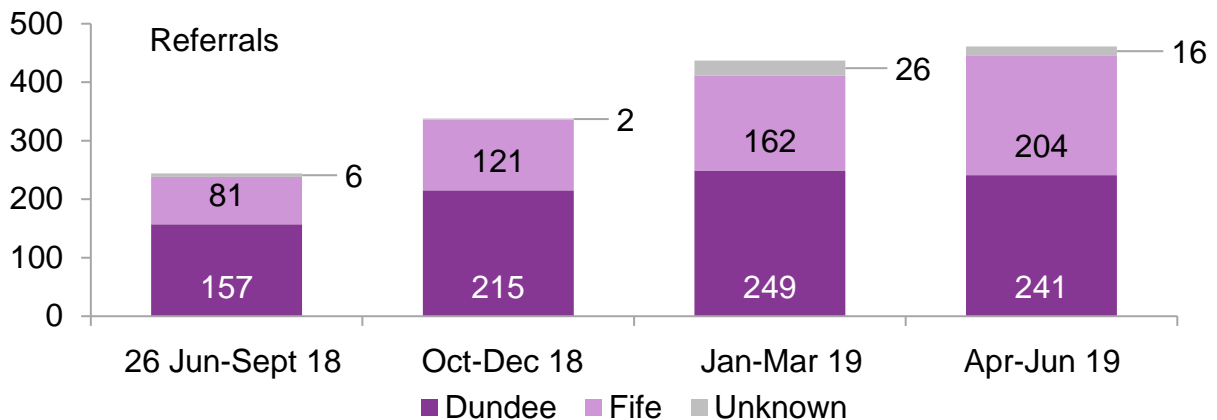
The Health & Work Support Pilot streamlines existing health and employability services by providing a single point of contact for those at risk of falling out of work or who have recently left work due to ill health. The service offers NHS delivered case-management support to those at risk of falling 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 42 to 51 in the accompanying Excel tables refer to the Pilot data.

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

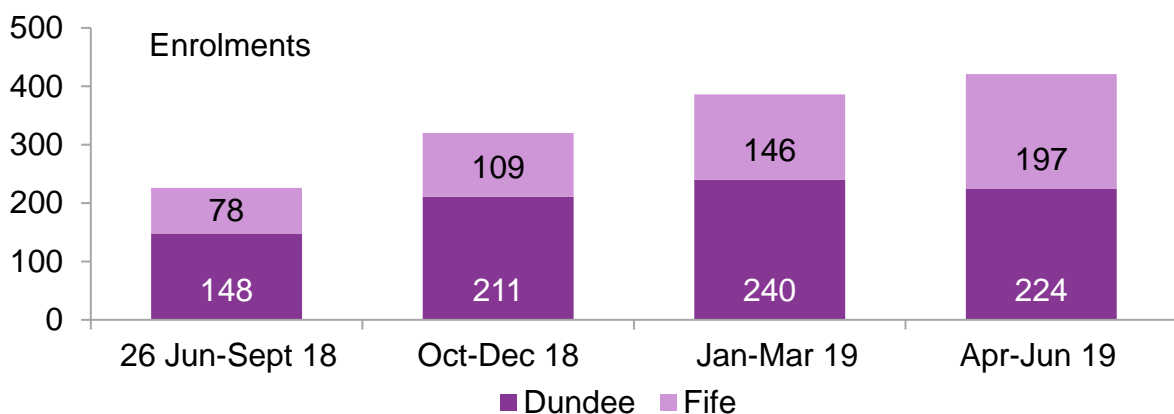
There have been 1,480 referrals to the pilot in the year since its launch, to the end of June 2019. Of these, 1,353 were enrolled in to case management within the same period. 823 (61%) of these enrolments were in Dundee and 530 (39%) were in Fife.

In the most recent quarter (April to June 2019), 461 people were referred and 421 subsequently enrolled. This is a 5% increase in referrals and a 9% increase in enrolments from the previous quarter. This number may increase as people who are referred during the last quarter may still enrol in to the service after the end of June.

**Figure 9: Health & Work Support referrals, to end of June 2019<sup>8</sup>**



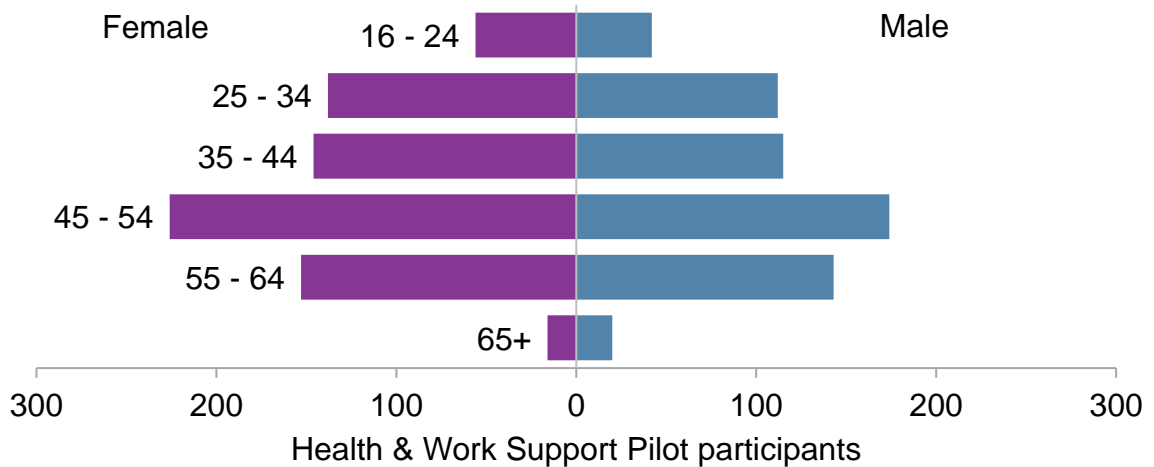
**Figure 10: Health & Work Support enrolments, to end of June 2019<sup>8</sup>**



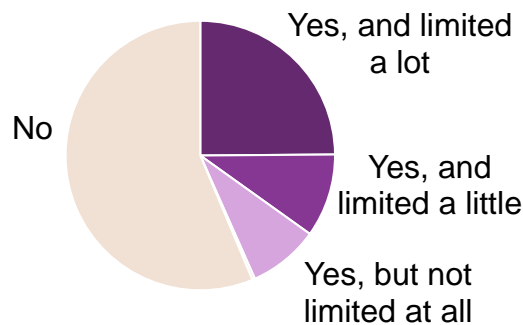
<sup>8</sup> The first quarter starts on 26 June 2018, when the pilot launched

- An additional 40 people were offered light touch support between January and June 2019, of which 12 were in Dundee and 28 in Fife. This is an increase from 26 between June to December 2018. Light touch support is offered when people are referred but fall outside of the enrolment criteria. This information is reported every six months as the numbers are small.
- Most people enrolled into the case management services were employed (88%), with 12% being recently unemployed (up to 6 months).
- More females (54%) than males (45%) joined the service. There was a higher proportion of females in all age groups apart from 65+. (Figure 11)
- Most users (57%) heard about the service from a GP, 10% from other health professionals, 11% from Jobcentre Plus, 13% from their employer, and 10% from other sources including advertising and word of mouth.
- Less than half of users (40%) reported a long-term health condition. Of these, 80% were either 'limited a lot' or 'limited a little' in their ability to carry out day-to-day activities. This means 32% of participants (436 out of 1353) reported having a disability. (Figure 12)
- The most common long-term health conditions reported are musculoskeletal conditions (e.g. back pain; 60%), followed by mental health conditions (27%). 9% reported other types of health conditions, and for 4% of participants health condition is unknown.

**Figure 11: Age and gender of Health & Work Support enrolments, to end of June 2019**



**Figure 12: Long-term health conditions and extent of limitation, Health & Work Support enrolments, to end of June 2019**



# 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 on 3 April 2018 (Q1). This publication reports on referrals and starts from the start of Q1 2018 (3 April 2018) to the end of Q1 2019 (28 June 2019). There was an opportunity for referrals to be made for a short period prior to the launch of the service, commencing 13 March 2018.

**Health & Work Support Pilot.** The pilot was launched on 26 June 2018 and is scheduled to run for 2 years. This publication reports on referrals and enrolments from the first quarter (26 June to 30 September 2018) to the end of the fourth quarter (1 April to 30 June 2019). The numbers of participants accessing light touch support is low, so these are reported every six months rather than quarterly, to reduce disclosure risk.

### 2b. Reporting differences

The age groupings and classifications used for reporting health conditions in this publication for the Health & Work Support pilot differ slightly from those used for Fair Start Scotland. This is because different organisations deliver and manage the services.

## 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'), enter employment ('job 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 16 July 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 interviews 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 2018 to 28 June 2019.

### Methodology

#### Referrals

The referral numbers published in this release are net figures, which excludes 471 rejected referrals. The vast majority of these were duplicates.

## **Starts**

The 'start rate' i.e. the percentage of people who joined FSS starts is calculated by dividing the total number of starts by the total number of referrals within the period 3 April 2018 to 28 June 2019. People who were referred towards the end of the period, particularly in June 2019, may not have had time to join the service by the end of the month, so the overall start rate, and that for the most recent quarter will be updated in the next publication.

## **Early leavers**

An early leaver is someone who exits the service before the end of the pre-employment support period without achieving an outcome.

## **Job starts**

When an individual progresses into work, service providers record a 'job start' for the individual on SETS. 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 28 June 2019.

## **Employment outcomes**

A '13 week' 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 '26 week' 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).

## **Data quality**

Some inconsistencies in responses to the questions on long-term health conditions and disability, as reported by service providers, were identified and amended 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:
  - 1,324 participants answered the second question on extent of limitation (21 yes, a lot; 150 yes, a little; 1,153 not at all). These responses were excluded from the totals.
  - 134 participants reported one or more long-term health condition (150 conditions in total were recorded). These conditions have been excluded from the count of long-term health conditions.

Data on long term health conditions and disability in the Glasgow and Highlands & Islands FSS delivery areas is currently under review due to potential under-reporting.

## **Comparisons with other employment services' data**

Please use caution when comparing FSS data with data from other employment services across the UK, as features of service design (e.g. whether voluntary or mandatory, eligibility criteria) and definitions (e.g. how job outcomes are measured) may differ.

## **4. 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 or 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 they 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, WFS & WAS.

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