



ECONOMY AND LABOUR MARKET

Scotland's Devolved Employment Services: statistical summary

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Summary findings

This publication contains statistics on Fair Start Scotland and the Health & Work Support pilot. Fair Start Scotland is an employability support service aiming to help unemployed people into sustainable employment. The Health & Work Support pilot, in Dundee City and Fife aimed to help people stay in work or go back into work.

- In the first two years of Fair Start Scotland (FSS), 34,755 people were referred to the service, and 22,138 of those joined to receive employability support services. There was an increase in the proportions of referrals joining FSS to receive support from 48% in April to June 2018 (first quarter of FSS) to 69% in April to June 2019 (first quarter in year 2). It has remained stable¹ between 69% and 70% since that time.
- These statistics cover the period up to 31 March 2020, eight days after the start of the 'lockdown' in Scotland (23rd March). COVID-19 has had an impact on the referral process for FSS, with key referring organisations such as the Department for Work and Pensions refocusing their work on responding to the large increase in benefit claimants. Compared to March 2019, referrals in March 2020 were 31% lower.
- People receiving FSS support experience various and often multiple barriers to finding work. Health and disability are the most commonly reported². 65% of people receiving FSS support reported a long-term health condition and 49% were disabled.
- So far, 6,166 people started a job after joining FSS. It is too early to determine the proportion of people who sustained employment for the majority of people who are being supported by FSS. Where we can report job starts and outcome rates³:
 - most people who started FSS did not enter work or go on to sustain employment: 22% sustained employment for 3 months, and 17% sustained employment for 6 months
 - but most people who started work went on to sustain employment: 71% of people starting work went on to sustain employment for 3 months, and 76% of the people who sustained employment for 3 months went on to reach at least 6 months
 - job starts and sustained outcomes are lower for older age groups compared with younger age groups, and also lower for those with long-term health conditions that limit daily activities 'a lot' compared with those who have long-term health conditions that do not limit daily activities

¹ The start rate for the most recent quarter is not highlighted as some individuals referred to the service within the most recent quarter (January – March 2020) will not have had enough time to join the service before the end of March 2020.

² Fair Start Scotland evaluation report 2: overview of year one - November 2019
www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/

³ Not enough time has passed to report final figures for people sustaining employment for 12 months.

- 52% of people starting in the first year⁴ of FSS left the service early without completing the programme of support offered or achieving a job outcome.
- The Health & Work Support pilot closed early due to COVID-19 in mid-March. In total it received 2,683 referrals and it had 2,490 enrolments since its launch on 26 June 2018.

Introduction

This publication presents statistics on to the end of March 2020 covering the first 24 months of Fair Start Scotland (FSS), which launched in April 2018, and the 21 months of the Health and Work Support Pilot, which launched in June 2018.

The publication includes data over a period (March 2020) where the UK and Scotland were subject to public health measures tackling the COVID-19 outbreak. Over this period: 1) key referring organisations to FSS started refocusing their work towards COVID-19 response; 2) we have less complete equalities monitoring data for those who started FSS in January to March 2020⁵, and 3) the Health & Work Support pilot closed slightly early due to the redeployment of NHS staff to support NHS Tayside and NHS Fife's response to COVID-19.

What is Fair Start Scotland?

The Scottish Government launched FSS on 3 April 2018 to support 38,000 people get into sustained employment.

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](#).

What is the Health & Work Support Pilot?

The Health & Work Support pilot⁶ operated in Dundee City and Fife. It aimed to streamline existing health and employability services, offering support to those in work by providing a single point of contact for those at risk of falling out of work or who are recently unemployed (up to 6 months) due to ill health. The service offered NHS delivered case management support, as well as offering specialist advice to individuals and employers.

This 2-year pilot was launched on 26 June 2018 and closed in March 2020. The pilot closed early when staff were redeployed elsewhere in NHS Fife and NHS Tayside to help the response to the COVID-19 public health pandemic. Therefore, those referred and enrolled in early 2020 may not have received the full 20 weeks of support on offer, given the early closure of the pilot.

⁴ April 2018 to March 2019.

⁵ See Data Quality section in the Background Information for further information

⁶ An interim evaluation report, covering the implementation and early delivery phase of the Health and Work Support pilot, was published 30 Mar 2020: www.gov.scot/publications/health-work-support-pilot-interim-evaluation-report-implementation-early-delivery-review/pages/1/. A further evaluation report is currently being conducted, and will be published when finalised.

Fair Start Scotland (FSS)

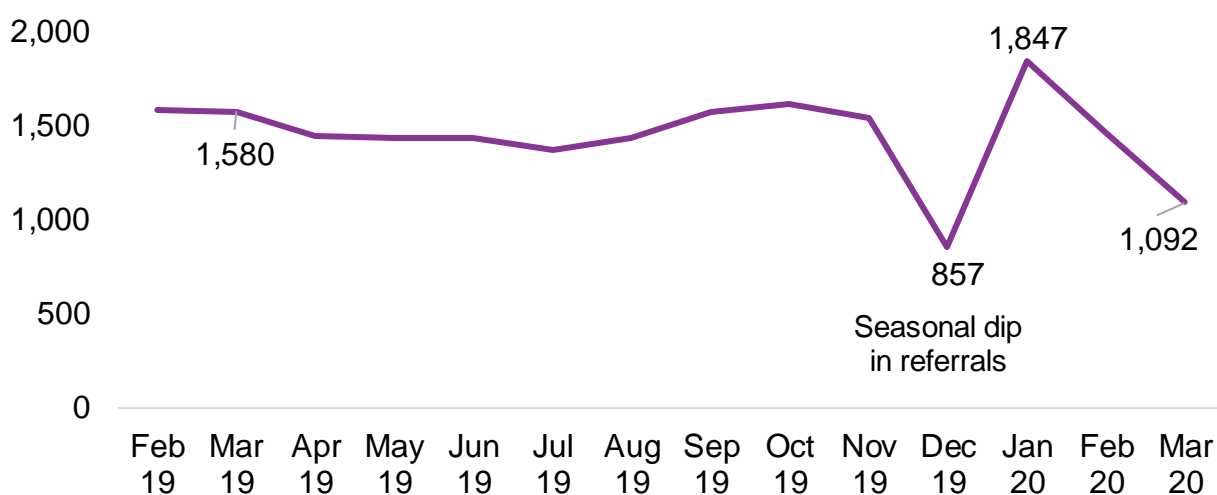
Tables 1 to 5 in the accompanying Excel tables refer to FSS data. Table 5 provides all national totals at Local Authority (LA) level, mapped to FSS Delivery Areas. Caveats that apply to national data also apply to LA data.

How many people have joined FSS?

34,755 people were referred to FSS between its launch in April 2018 and the end of March 2020.

COVID-19 has had an impact on the referral process into FSS with key referring organisations refocusing their work on responding to COVID-19. This will explain some of the drop in referrals in March 2020, illustrated in Figure 1 below. Compared to March 2019, referrals in March 2020 were 31% lower.

Figure 1: Referrals into Fair Start Scotland by month of referral, up to March 2020



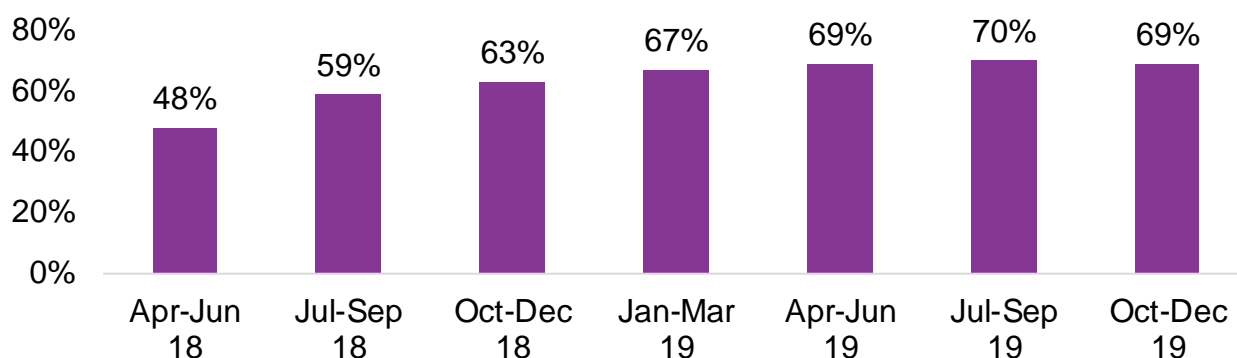
Of those referred since the launch of FSS, 22,138 people went on to receive FSS employability support services. The proportion of referrals starting FSS support has increased over time (see Figure 2). 48% of those referred in quarter one of FSS (April to June 2018) went on to receive support, rising to 69% in October to December 2019. The proportion of starts to referrals has been stable at around 69 to 70% for the last three quarters where start rates are complete, up to December 2019.

The Scottish Government's evaluation of year 1 of FSS⁷ found that the most common reason mentioned by participants for engaging with the service was that the support could help them get back to work (45%). A further two-fifths liked the idea of receiving additional help and support (40%)⁸.

⁷ Data collected via a phone survey of people engaging with FSS.

⁸ Fair Start Scotland evaluation report 2: overview of year one - November 2019
www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/

Figure 2: Quarterly referral to start rates, Fair Start Scotland, April 2018 to December 2019



Note:

1. January to March 2020 start rate is not presented as it is not complete yet.

From the Scottish Government's evaluation of year 1 of FSS⁹, we know that compared to the unemployed population of Scotland, there was a higher proportion of men and a lower proportion of women in FSS. There was also a lower proportion of people from a minority ethnic background, a higher proportion of older people, a lower proportion of younger people, and a higher proportion of people with a disability in FSS. Since year 1, there have been changes in the demographic composition of those joining FSS, the latest data (Figure 3) shows that overall:

- 36% of people joining FSS are women and 64% are men. Between year 1 and 2 of FSS there has been a 2 percentage point increase in the proportion of women joining FSS - from 35% to 37%.
- the most common age group for people joining FSS was 35 to 49 years (29% of people), followed by 50 years old and over (27%), 25 to 34 years old (23%), and 16 to 24 years old (18%). Between year 1 and year 2 of FSS the proportion of people joining FSS in the youngest age groups (16 to 34) has increased by 6 percentage points, from 38% to 44%. Conversely, the proportion of people joining FSS in the older age groups (35 and over) has decreased by 9 percentage points, from 60% to 52%
- the majority of people joining FSS are white, with 5% of people joining from minority ethnic backgrounds. A comparison between year 1 and year 2 is not shown here, as the number of participants with missing data is high in year 2¹⁰. There has been an increase in missing data, with 17% missing in year 1, and 31% in year 2.
- 49% of people joining FSS reported a disability. The proportion reporting a disability decreased by 11 percentage points from 55% in year 1 to 44% in year 2. Conversely, there has been a 10 percentage point increase in the proportion of people joining FSS without a disability
- 65% of people joining FSS reported having a long-term health condition, and 27% reported no long-term health condition, with the rest unknown. Figure 4 shows that the most common health condition reported was mental health (34%). Between year 1 and 2 there was a 5 percentage point increase in people reporting a mental health

⁹ Fair Start Scotland evaluation report 2: overview of year one - November 2019
www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/

¹⁰ See Data Quality section in the Background Information for further information

condition, from 31% to 36%. Physical disabilities were the third most common long-term health condition category reported, and has a 4 percentage point decrease between year 1 and 2 of FSS, from 14% to 11%

Figure 3: Proportion of total starts, broken down by equality characteristic groups, to end of March 2020

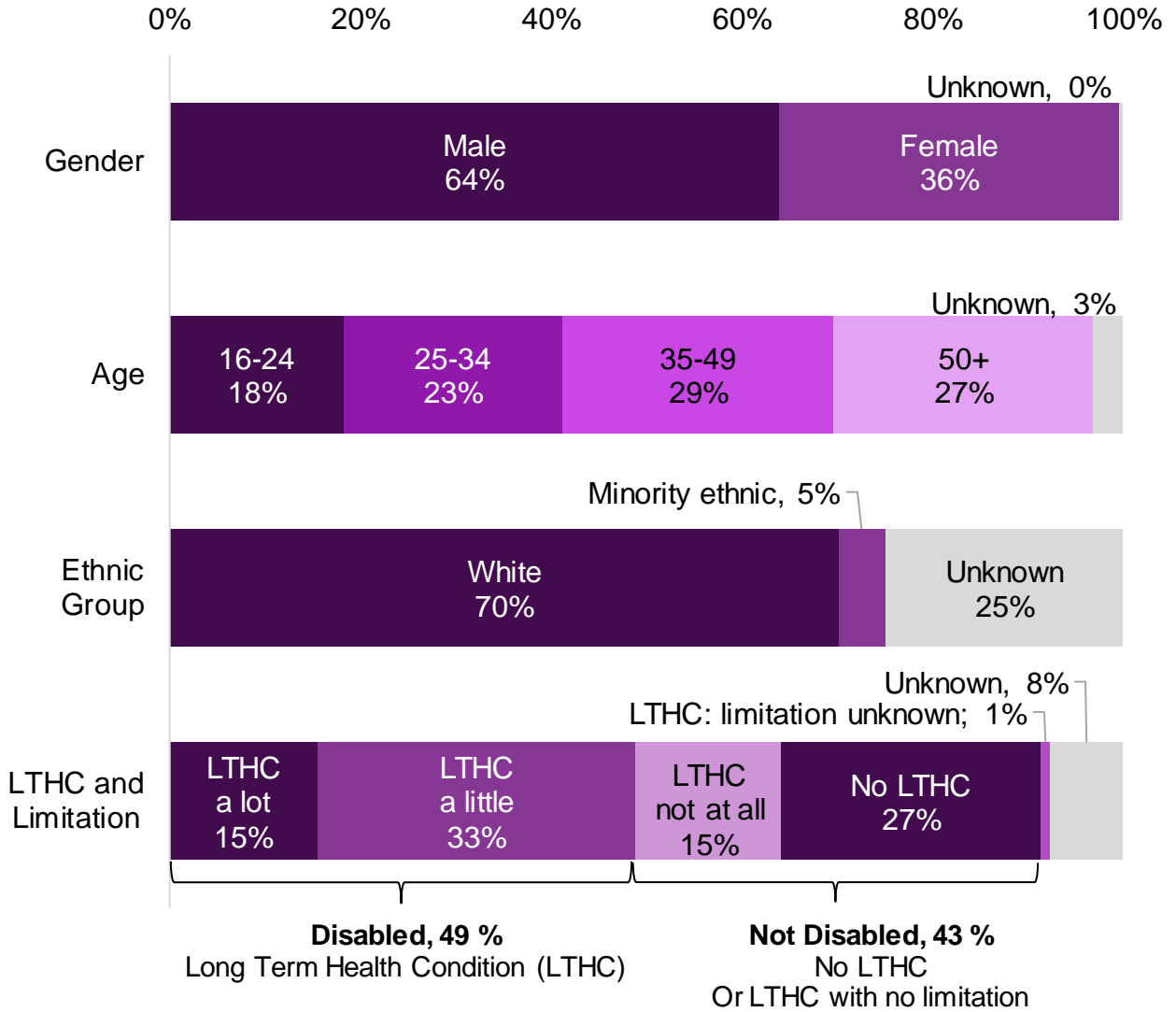
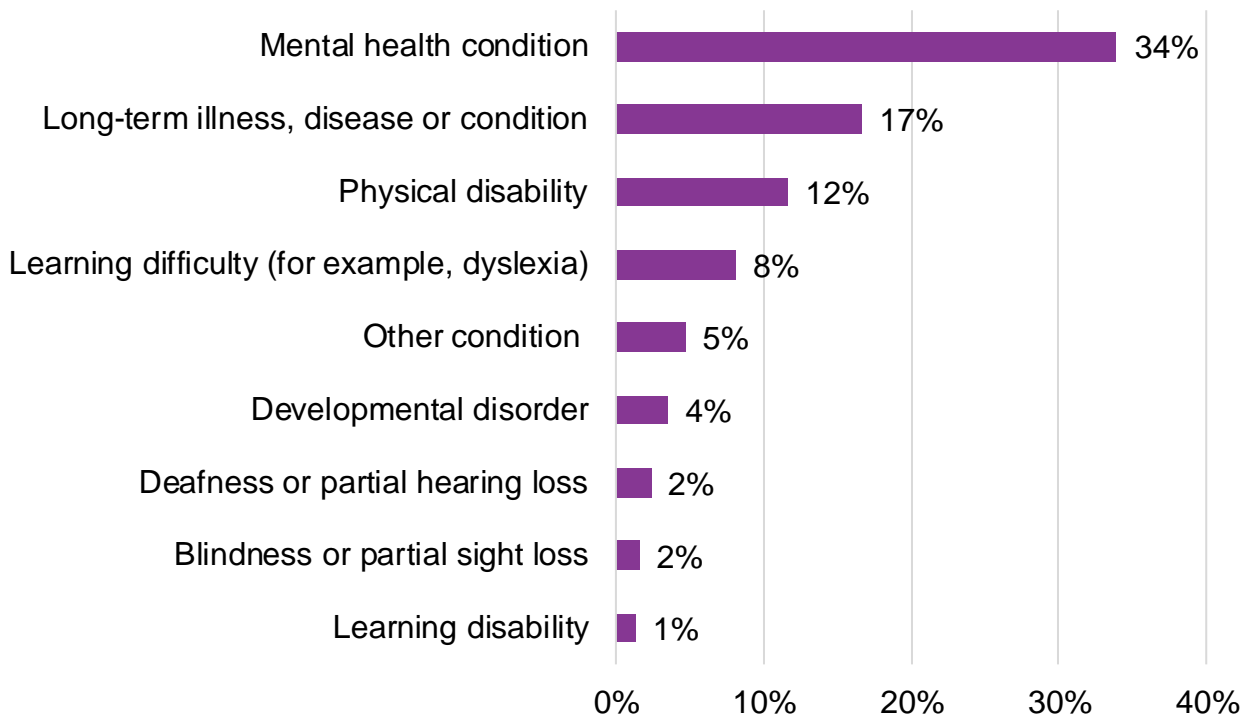


Figure 4: Proportion of total starts reporting Long Term Health Conditions by type, to end of March 2020



How many have people left FSS early?

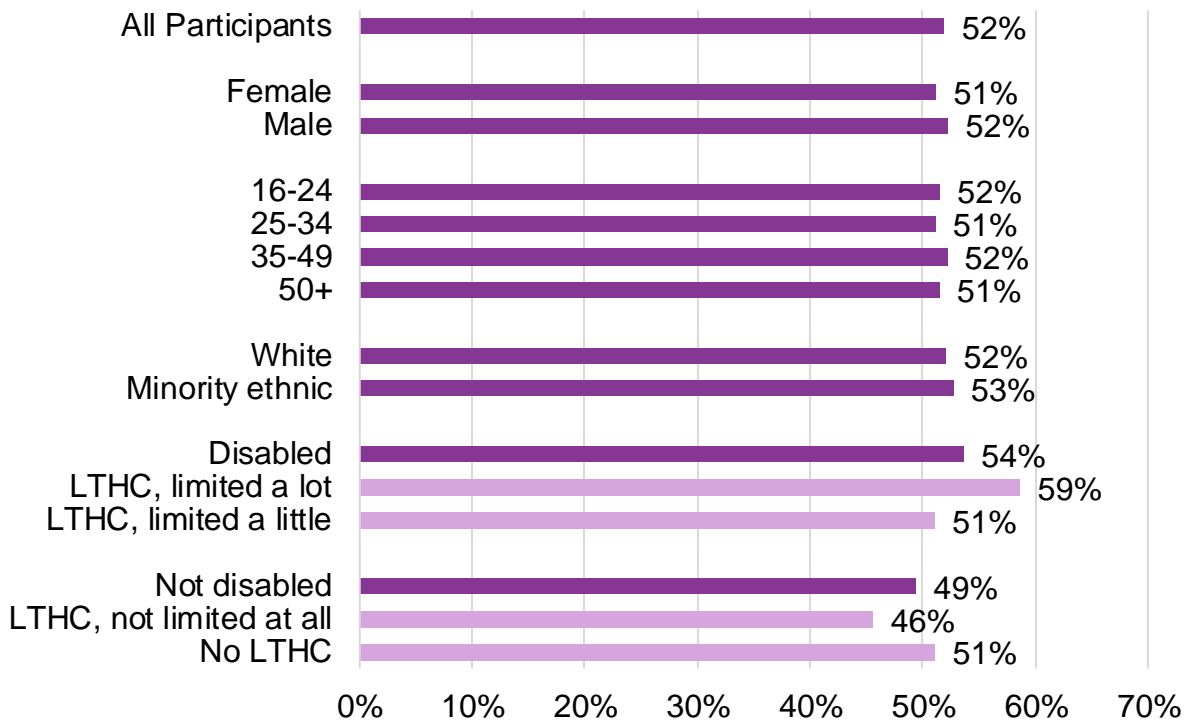
An 'early leaver' is defined as someone who leaves FSS before the end of the pre-employment support period and without having sustained employment for at least 3 months. The pre-employment support period usually lasts for up to 1 year. In some cases, it can last up to 18 months, but this has only applied to a small number of people so far.

Overall, 8,118 people have left FSS early. As with job outcomes, this number changes with time - as time goes on we get a more complete picture of numbers staying on FSS or leaving early. Where we have a complete picture¹¹, 52% of people starting left the service early.

Figure 5 shows that the percentage leaving early is similar for most of the equalities groups. However, the percentage is higher for those reporting a disability, particularly for those who have a long-term health condition that limits daily activities a lot (59% left early). The proportion of people leaving early was lower for those who had a long-term health condition that did not limit daily activities at all (46%).

¹¹ A complete picture is available for those who started in year 1 (April 2018 to March 2019)

Figure 5: Percentage of April to December 2018 FSS starts leaving early by equalities group



Note:

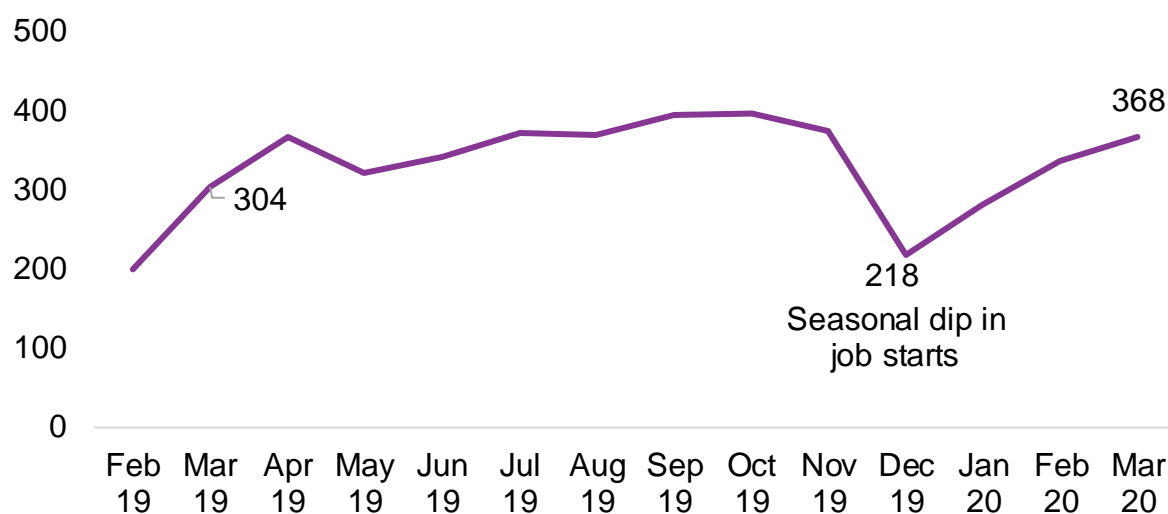
1. LTHC stands for Long Term Health Condition.
2. The early leaver rate is calculated for people who joined FSS between April 2018 to March 2019 as we have the most complete data . This is 10,063 starts

How many people entered and sustained employment?

A total of 6,166 people joining have started a job - on average taking three months to do so after joining FSS. Job starts were 47% higher in January to March 2020 than in the same period in 2019.

Figure 6 has been included to show any changes in job starts related to the impact COVID-19 has had on the economy. Figure 6 shows that job starts in March 2020 were higher than February 2020 and March 2019, indicating that people were still starting jobs in March. It is too early however to tell if job starts will remain at these levels given the potential impact of COVID-19 on the labour market and the economy.

Figure 6: Fair Start Scotland Job Starts by month job was started, February 2019 to March 2020



Of the 6,166 people who started work, 3,528 of those had sustained employment for at least 3 months (13 weeks), 2,216 were employed for at least 6 months (26 weeks) and 786 were employed for at least 12 months (52 weeks).

For the majority of people joining FSS, enough time has not lapsed to allow for assessment of sustained employment job outcomes. Whilst we can't report sustained employment outcome rates for all people who started FSS, where we can do so the rates show¹²:

- most people who started FSS did not enter work or go on to sustain employment: 32% started a job, 22% sustained employment for 3 months, and 17% sustained employment for 6 months
- however, most people who started jobs went on to sustain them: 71% of people starting jobs went on to sustain employment for 3 months, and 76% of the people who sustained employment for 3 months went on to reach 6 months

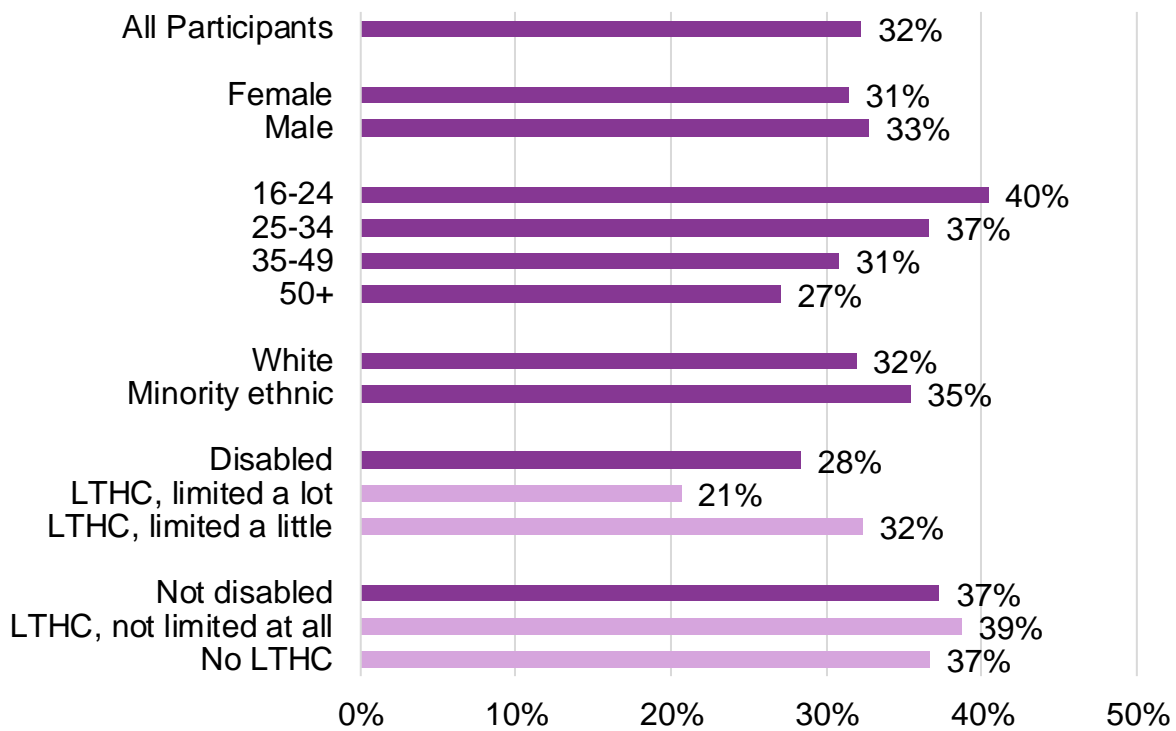
Figures 7, 8 and 9 illustrate the differences in outcome rates that are reported across different equality groups. The largest variation relates to age and long-term health conditions (prevalence of health conditions and age are often related):

- 40% of 16 to 24 year olds started work after joining FSS, whereas a lower proportion (27%) of those aged 50 and above started work – a difference of 13 percentage points. The difference between these two groups narrows when considering 3 month (8 percentage points) and 6 month (3 percentage points) sustained jobs outcomes
- 21% of those with a long-term health condition that limited daily activities a lot went on to start work, whereas a higher proportion (39%) of those with a health condition that did not limit daily activities went on to start work. This is a difference of 18 percentage points. The difference between these two groups narrows when considering 3 month (11 percentage points) and 6 month (8 percentage points) sustained outcomes

¹² Not enough time has passed to report final figures for people sustaining employment for 12 months.

It's important to note that whilst this publication reports FSS job starts and sustained outcomes, we cannot report on how FSS is helping people move towards work (progression). Measuring and reporting on progression is particularly important for groups who are furthest away from the labour market as well as in times where there are less labour market opportunities. Please refer to the FSS Year 1 evaluation¹³ to understand how FSS helps people move towards work.

Figure 7: Proportions of people starting work after joining FSS, by equality characteristics

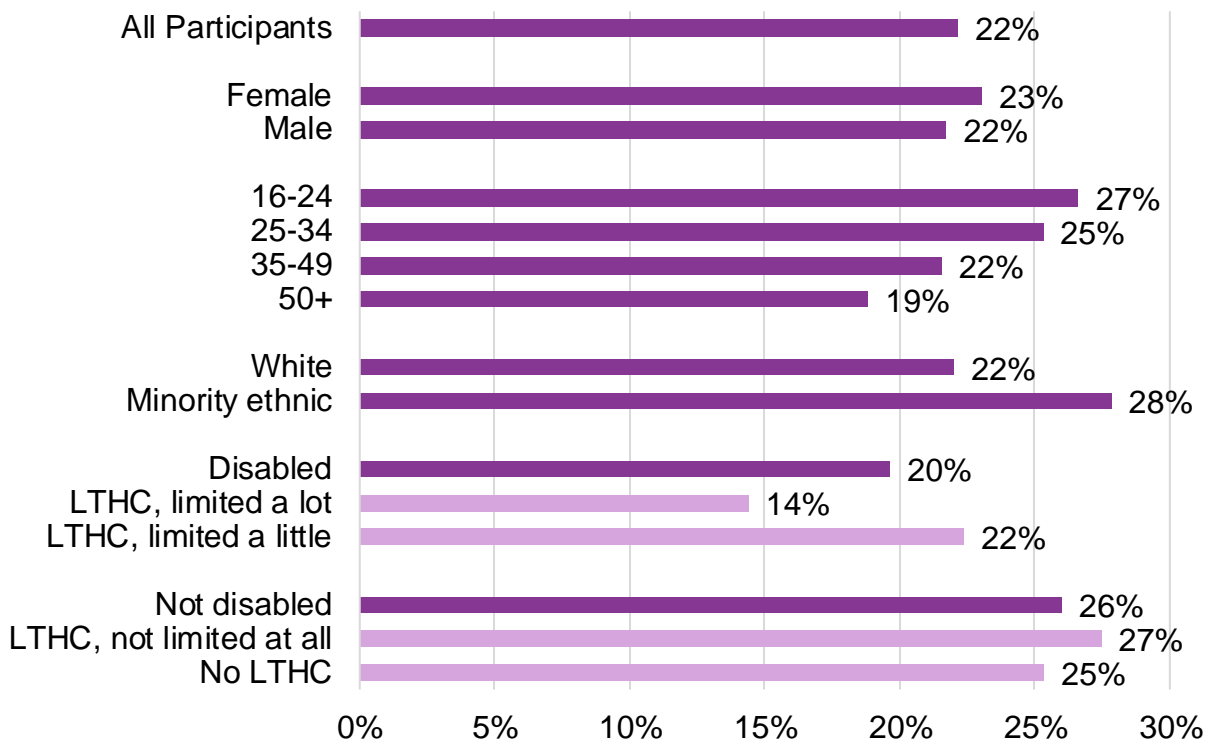


Notes:

1. LTHC stands for Long Term Health Condition.
2. The job start rate is calculated for people who joined FSS between April 2018 to March 2019 as we have the most complete data. This is 10,063 starts.

¹³ Fair Start Scotland evaluation report 2: overview of year one - November 2019
www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/

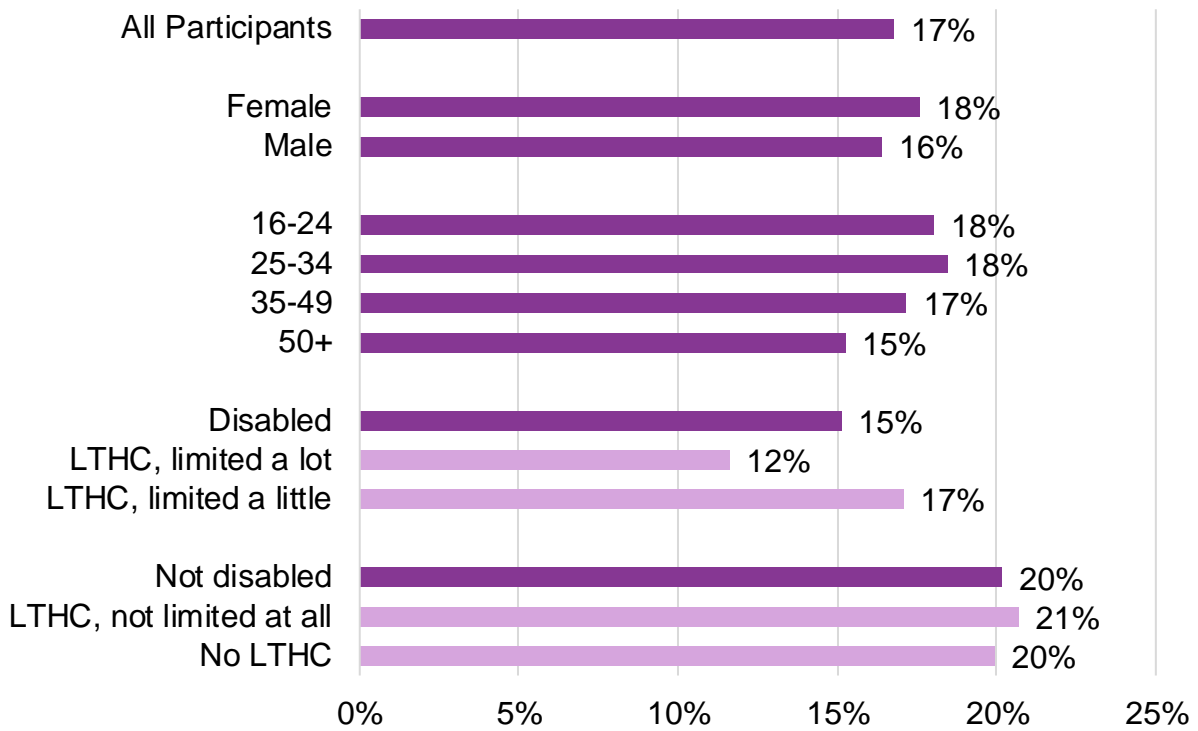
Figure 8: Proportions of people sustaining employment for 3 months after joining FSS, broken down by equality characteristics



Notes

1. LTHC stands for Long Term Health Condition.
2. The 3 month job outcome rate is calculated for people who joined FSS between April 2018 to December 2018 as we have the most complete data. This is 7,032 starts.

Figure 9: Proportions of people sustaining employment for 6 months after joining FSS by equality characteristics



Notes

1. LTHC stands for Long Term Health Condition.
2. The 6 month job outcome rate is calculated for people who joined FSS between April 2018 to September 2018 as we have the most complete data. This is 4,979 starts.
3. Ethnic group is not included here, as the numbers are small.

Health & Work Support Pilot

Tables 6 to 15 in the accompanying Excel tables refer to the pilot data.

There were 2,683 referrals to the pilot from its launch until March 2020. Of these, 2,490 were enrolled into case management within the same period. 1,368 (55%) of these enrolments were in Dundee and 1,122 (45%) were in Fife. During this time, enrolments in both areas increased between the first and last quarter of the pilot: by 17% in Dundee, and by 165% in Fife.

Light touch support is offered when people are referred but fall outside of the enrolment criteria. An additional 12 people were offered 'light touch' support¹⁴ between January and March 2020. This brings the total people offered 'light touch' support during the pilot period to 124.

Most people (54%) heard about the Health and Work Support service from a GP, 11% from other health professionals, 13% from Jobcentre Plus, 11% from their employer, and 10% from other sources including advertising and word of mouth

A description of characteristics of those enrolled in the pilot are below:

- 87% were employed, with 13% 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+
- 3% were from a minority ethnic background, with the majority of participants (94%) reported as being from a white ethnic group
- less than half of people (42%) reported a long-term health condition. Of these, 84% were either 'limited a lot' or 'limited a little' in their ability to carry out day-to-day activities. This means 35% of people (882 out of 2,490) reported having a disability. Many people using this service have a health condition which is not long term. The most common health conditions reported are musculoskeletal conditions (e.g. back pain; 56%), followed by mental health conditions (31%). 9% reported other types of health conditions, and for 3% of people health condition is unknown.

¹⁴ The Health & Work Support service delivery offer includes a commitment to avoid turning individuals away from the service without some form of support. As such, where individuals have self-referred or have been formally referred into the service and do not meet the eligibility criteria they may be offered light touch support that includes advice, onward referral or signposting to appropriate services. Data from the pilot suggests that the primary reason individuals are offered light touch support is that they have been unemployed for longer than six months and hence do not meet the eligibility criteria for the pilot's core service delivery offer.

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 Statistics as: ‘a subset of newly developed or innovative official statistics undergoing evaluation, that are published in order to involve users and stakeholders in the assessment of their suitability and quality at an early stage’.

For a number of years these statistics have been experimental as we developed our reporting for FSS. Taking into account user feedback collected over the last year, we will be considering labelling these statistics as official statistics between the May 2020 and August 2020 publication.

2a. Reporting periods

Fair Start Scotland. This publication reports on all referrals and starts from 13 March 2018 to the end of the most recent quarter (31 March 2020). The service was launched on 3 April 2018 (Q1). There was an opportunity for referrals to be made and starts to be recorded for a short period prior to the launch of the service, commencing 13 March 2018. Referrals and starts which occurred before the official launch of the service are reported along with the April 2018 data.

Health & Work Support pilot. The pilot was launched on 26 June 2018 and was scheduled to run for 2 years, but closed early at the end of March 2020 due to the redeployment of NHS staff to support NHS Tayside and NHS Fife’s response to COVID-19. This publication reports on referrals and enrolments from the first quarter (26 June to 30 September 2018) to the end of the most recent quarter (1 January to 31 March 2020). The numbers of people accessing light touch support was low, so these were reported every six months rather than quarterly, to reduce disclosure risk. In this publication, the number of people accessing light touch support in the final quarter, 1 January to 31 March 2020, is also reported.

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 15 January 2020.

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 31 March 2020.

Methodology

Referral

The referral numbers published in this release are net figures, which excludes 986 rejected referrals. The vast majority of these were duplicates.

Starts

The 'start rate' i.e. the percentage of people who joined FSS is calculated by dividing the number of starts by the number of referrals within a given period. People who were referred in the most recent quarter, particularly in March 2020, may not have had time to join the service by the end of the month. Because of this, the start rate for the most recent quarter should not be used for considering the overall performance of the service.

Early leavers

An early leaver is someone who exits the service before the end of the pre-employment support period without achieving an employment 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 31 March 2020.

Employment outcomes

A 3 month (13 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 13 weeks out of 16; that is, continuous employment, but not necessarily in the same job, lasting 13 out of 16 weeks (breaks in employment must total no more than 3 weeks).

A 6 month (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).

A 1 year (12 month, 52 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 52 weeks out of 60; that is, continuous employment, but not necessarily in the same job, lasting 52 out of 60 weeks (breaks in employment must total no more than 8 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 people 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:

- 2,132 participants answered the second question on extent of limitation (49 yes, a lot; 222 yes, a little; 1,861 not at all). These responses were excluded from the totals.
- 306 people reported one or more long-term health condition (346 conditions in total were recorded). These conditions have been excluded from the count of long-term health conditions.

Impact of COVID-19 (Coronavirus) on data quality

Due to COVID-19 physical distancing guidelines, FSS providers have had to adapt the method of engagement with people receiving support, moving from contact in person to telephone and online contact. This has led to lower rates of data completion of equalities information, whilst data collection methods have been adapted to the new circumstances in consideration of data protection guidance. It has also caused disruption to some providers where data is held in the workplace and is not currently accessible to staff now working from home.

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.

Local authority data

Please use caution in interpreting data at lower levels of geography, as numbers are small in some instances and there are many factors contributing to variations in totals across LAs. The Scottish Government's evaluation of year 1 of FSS suggests factors include the local reputation of FSS staff, the prior roles of staff and the reputation of previous services, range of other existing services available in the area, relationship between FSS provider staff and JCP work coaches, and the range and scale of local job opportunities¹⁵.

4. Health & Work Support Pilot background information

Data sources

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

Methodology

Referrals

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

- Recently unemployed (up to 6 months)

¹⁵ Fair Start Scotland evaluation report 2: local area case studies - November 2019
www.gov.scot/publications/fair-start-scotland-evaluation-report-2-local-area-case-studies-year-1-november-2019/

- 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) was recorded when a participant had spoken to a call handler to determine their eligibility and collect basic information about their situation, including equalities information. The client was enrolled into the case management services provided by NHS staff in either Dundee City or Fife.

Health conditions

The health status of a client was 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 had an assessment should have been recorded, but sometimes they may not have been. Health conditions were self-reported by the client to the case manager, who then recorded 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 were collected in a different way to the health conditions reported in FSS.

5. Work First Scotland (WFS) and Work Able Scotland (WAS)

This publication has previously reported on Work First Scotland (WFS) and Work Able Scotland (WAS). These services have now closed, and final statistics are available in the accompanying tables. Other services operate within Scotland, including those run by local authorities and third sector providers which are not included in this publication.

6. Correspondence and enquiries

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7. Complaints and suggestions

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