

ECONOMY AND LABOUR MARKET

Scotland's Devolved Employment Services: statistical summary

Contents

Summary findings	2
Fair Start Scotland (FSS)	3
No One Left Behind (Experimental Statistics)	15
Background Information	18

Summary findings

This statistical publication provides summary information on Scotland's devolved employability services. This, the sixteenth edition, publishes statistics for the first three and a quarter years of Fair Start Scotland (FSS) from April 2018 to June 2021, and experimental statistics on employability support delivered under the No One Left Behind strategic approach, reporting on the first 2 years from April 2019 to March 2021.

FSS is an employability support service, launched in April 2018, that aims to help unemployed people into sustainable employment. No One Left Behind is a new approach to employability delivery which moves away from funding and delivering a number of separate and distinct employability programmes to a more flexible approach¹.

For FSS, there were 53,961 referrals and 35,918 starts from its launch in April 2018 up to June 2021. The number of starts includes 685 people who have previously received support on FSS - this has been allowed since April 2021².

In the three month period from April – June 2021, there were 5,206 referrals and 3,413 starts on FSS. Referrals were 16% higher than the previous quarter (January - March 2021), and 98% higher than the same quarter in 2020. Starts were 13% higher than the previous quarter (January – March 2021) and 52% higher than the same quarter in 2020. The large increase mainly reflects disruption due to the COVID-19 pandemic last year.

So far, 11,843 people have started a job after joining FSS. There were 1,338 job starts during April - June 2021, which is 43% higher than the quarter before, and 57% higher than the same period in 2020. The large increases partly reflect the fact that the preceding periods were times of unusually low job starts.

Job outcome rates can only be reported for start cohorts where enough time has passed in pre-employment support and for outcomes to be achieved. For participants where data is complete, 49% of people left FSS early without completing the programme of support offered or achieving a job outcome (53% from year 1, and 46% from year 2), 35% started a job (32% from year 1, 34% from year 2, 52% for starts in the first quarter of year 3), 23% sustained employment for 3 months, 18% for 6 months and 15% for at least 12 months.

People who started work had high rates of sustaining it: 71% of people starting work went on to sustain employment for 3 months, 78% of those who sustained employment for 3 months went on to reach at least 6 months and 77% of those who sustained employment for 6 months went on to reach at least 12 months.

Experimental statistics for No One Left Behind show that 7,390 people³ were supported during the period April 2019 to March 2021, with 3,824 people starting in year 1 (April 2019 – March 2020), and 3,566 in year 2 (April 2020 – March 2021).

¹ [Employment support programme: equality impact assessment - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/equality-impact-assessment-employment-support-programme/pages/1-introduction.aspx)

² See 'Starts' note within Fair Start Scotland (FSS) background information

³ This total includes 752 people who were previously on Activity Agreements.

Fair Start Scotland (FSS)

Introduction

Fair Start Scotland is the Scottish Government's devolved employability support service, and aims to help those further from the labour market to move into and sustain fair work. FSS launched on 3 April 2018 with funding to support up to 38,000 people into work over an initial three year referral period to end March 2021. In response to the economic impacts of the COVID-19 pandemic, referral into the service has now been extended to March 2023.

FSS provides individualised one-to-one support to unemployed people who face the greatest challenges to 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](#).

Fair Start Scotland is delivered by a mixed economy of public, private and third sector providers across nine geographical areas throughout Scotland. Potential participants can engage with Fair Start Scotland in a variety of ways. A referral can be made by an individual's Jobcentre Plus (JCP) Work Coach. Alternatively, participants can be signposted to Fair Start Scotland through third party organisations or they can self-refer to their local provider if they meet specific criteria. Third-party referrals relate to referrals from outwith JCP.

After a referral is made, the participant is matched with a provider in their local area. The provider makes contact and offers an introduction in which the service is fully explained. The participant is then given the necessary information to engage with Fair Start Scotland.

How has COVID-19 impacted the delivery of Fair Start Scotland?

This publication includes data for FSS over a period from March 2020 onwards when the COVID-19 pandemic, associated public health measures and economic and labour market impacts have caused several changes which impact the statistics published here.

Key changes to FSS include the following:

- 1) Early in the pandemic, The Department for Work and Pensions (DWP) refocused their work to deal with the increased demand for benefit claims, so FSS referrals from DWP were paused between April and June 2020.
- 2) As a result of this, there was an increase in the proportion of referrals to FSS through other avenues, particularly from FSS providers' own marketing efforts.
- 3) FSS switched from face-to-face interaction to delivery via phone calls and online interaction. This affected the equalities data collected, with fewer people disclosing information on protected characteristics like ethnicity on joining FSS, though this has improved over time. During the quarter April-June 2021 some providers had a limited return to meeting participants in person, depending on the local situation and participant's preference.
- 4) There was a relaxation of rules specifying how often participants must be in contact with providers, from March to September 2020. This meant that some people who would otherwise be considered to have left the service during this period stayed on FSS.

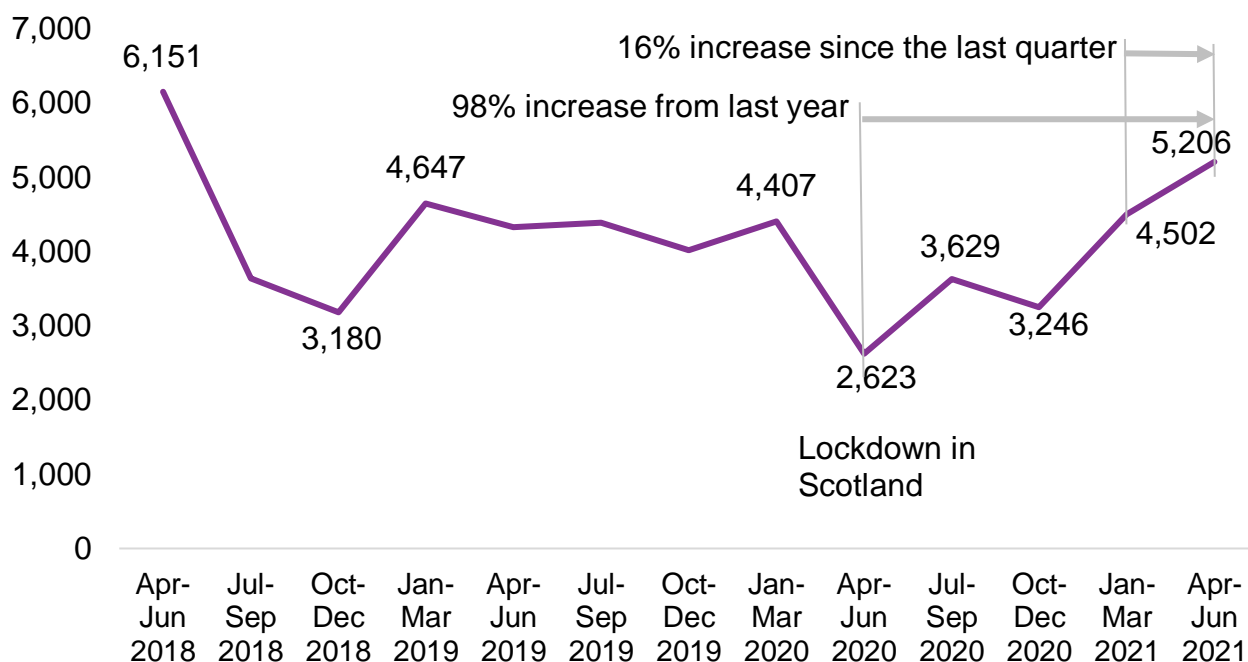
5) There were fewer job vacancies during periods of 2020/21, although levels have now recovered. ONS data⁴ shows a sharp reduction in job vacancies in Scotland during April 2020 to approximately 40% of the level seen in February 2020. Job vacancies have risen steadily since then, with the exception of a dip in December 2020. They returned to February 2020 levels by April 2021 and afterwards exceeded that level, reaching approximately 25% higher than February 2020 levels by June 2021. Lower levels of job vacancies would be expected to affect rates of job starts and outcomes in FSS, but the numbers of job starts in FSS do not necessarily follow these trends.

How many people have joined FSS?

There were 53,961 referrals to FSS between its launch in April 2018 and the end of June 2021. Of the total referrals to FSS, 35,918 went on to start receiving employability support. This includes 685 people who have already been supported by Fair Start Scotland⁵.

Both referrals and starts have increased this quarter: referrals have increased by 16% to 5,206, and starts have increased by 13% to 3,413. Compared to the equivalent quarter last year, referrals have risen 98% and starts have increased 52%. However, that quarter (April-June 2020) had an unusually low number of referrals and starts due to the onset of the COVID-19 pandemic and first lockdown in Scotland (see section above on the impact of COVID-19). Referrals and starts are now higher than before the COVID-19 pandemic began.

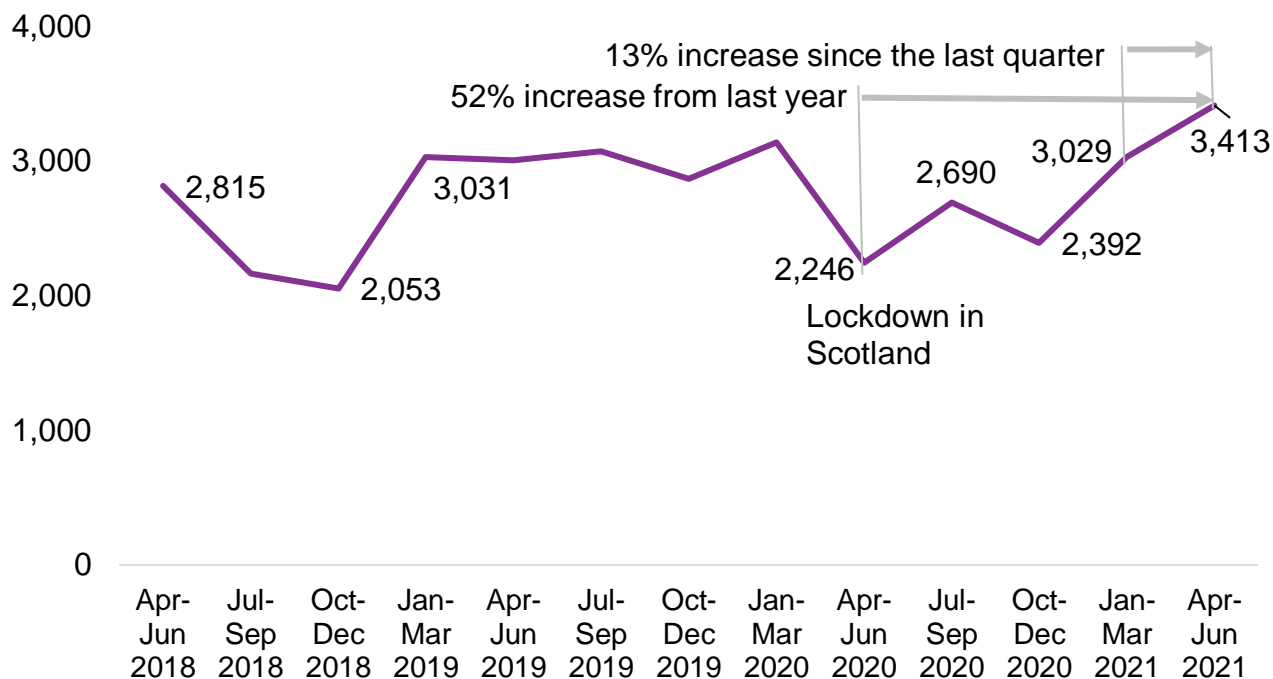
Figure 1: Number of referrals into Fair Start Scotland by quarter of referral, from April 2018 to June 2021



⁴ [Economic activity and social change in the UK, real-time indicators - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

⁵ This is a result of a change made to the service during April – June 2021. See ‘Starts’ note within Fair Start Scotland (FSS) background information

Figure 2: Number of starts on Fair Start Scotland by quarter, from April 2018 to June 2021



The Scottish Government’s evaluation of the second year of the service⁶ highlighted that compared to the unemployed population of Scotland there were some groups under-represented in FSS: women, people from minority ethnic backgrounds and young people; while a higher proportion of disabled people and older people used the service. This was the same in the first year of FSS⁷. The evaluation of year 3 of FSS is due to be published in September 2021.

The breakdown of equalities groups for FSS is shown in Figure 3. There have been changes in the demographic characteristics of those joining the service over time.

Overall, 37% of people who have joined FSS were women and 62% were men. The proportion of women in FSS increased from years 1 to 3: from 35% in year 1, to 37% in year 2 and 40% in year 3. In the first quarter of year 4 (April – June 2021), 38% of participants were women.

The most common age group of people joining FSS was 35-49 years (28% of people), followed by 50 years old and over and 25-34 years, (both 25%), and 16-24 years (20%).

Over the course of years 1 to 3, there was an increase in the proportion of participants from the two younger age bands (16-34), and a decrease in the older age bands (35+). Participants aged 35 and over made up 60% of all starts in year 1, 52% in year 2 and 47% in year 3. Participants aged 16-34 made up 38% of all starts in year 1, 44% in year 2, and 53% in year 3. In the first quarter of year 4, 42% of participants were 16-34. This drop is primarily due to a decrease in 16-24 year old participants, from 23% in January – March

⁶ Fair Start Scotland - evaluation report 3: year two – overview - November 2020
<https://www.gov.scot/publications/fair-start-scotland-evaluation-report-3-overview-year-two/>

⁷ Fair Start Scotland evaluation report 2: overview of year one - November 2019
<http://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/>

2021 to 15% in April – June. There was an increase in the proportion of older (35+) participants in the latest quarter, to 58%, mainly due to an increase in participants aged 50+, from 21% in January – March 2021 to 28% in April – June 2021.

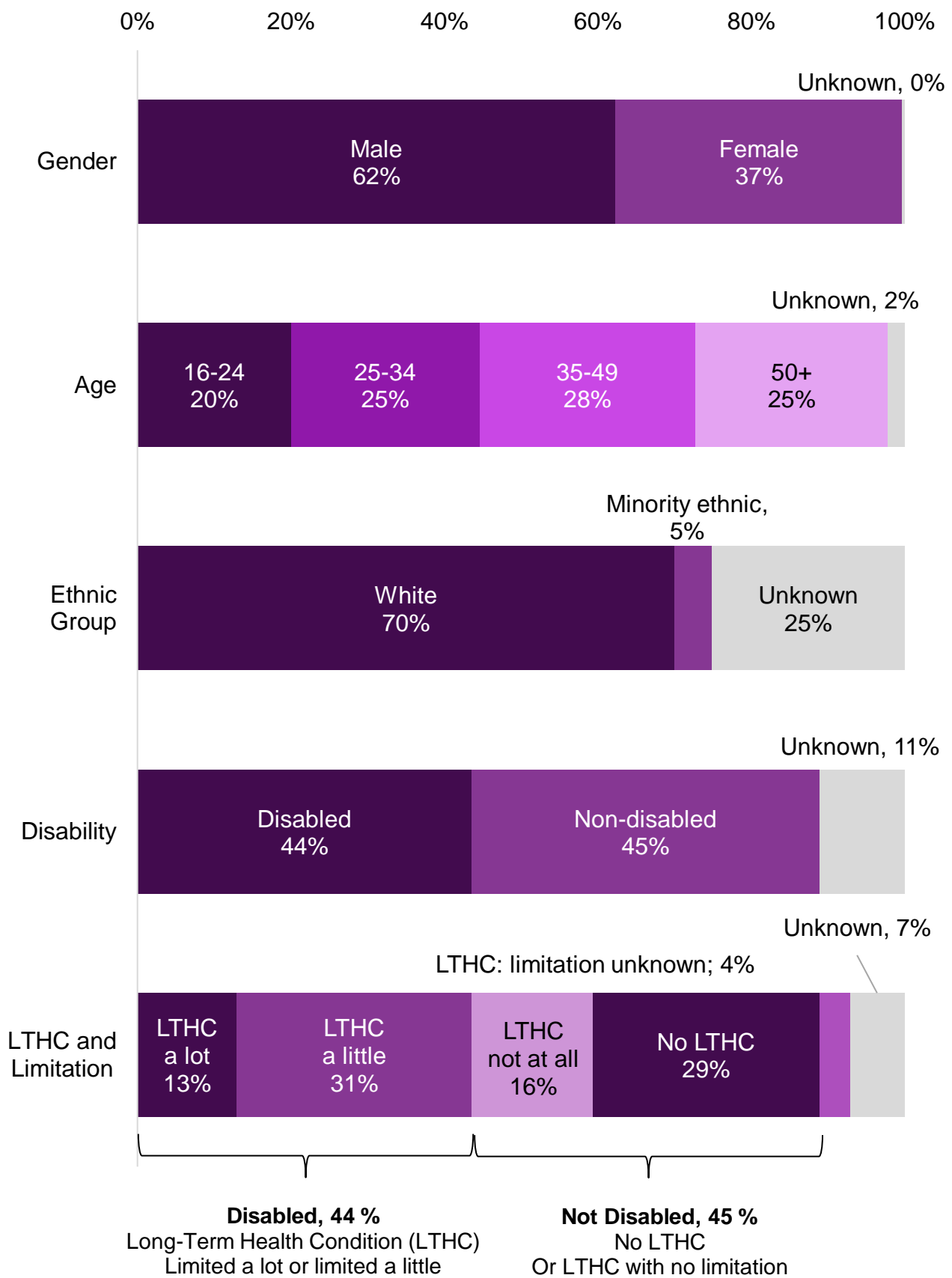
Overall, 5% of people who have joined FSS were from minority ethnic backgrounds and 70% were white, with ethnicity unknown for the remaining 25% of participants. In the most recent quarter, 5% of participants were from a minority ethnic group and 75% of participants were white. Monitoring changes to the proportion of minority ethnic participants over time is difficult due to the percentage being low and high proportion of unknowns, and there is ongoing work to improve data quality and collection⁸. In year 1, 4% of participants were minority ethnic, 6% in year 2, 4% in year 3, and 5% in the first quarter of year 4.

44% of people joining FSS reported a disability. The proportion of disabled participants decreased between years 1 to 3: from 55% in year 1, to 44% in year 2, and 32% in year 3. Data for disabled participants in year 3 showed a lot of change throughout the year, as both data completeness and people identified as disabled decreased immediately after the first lockdown in the first half of the year. In the first quarter of year 4, 45% of participants were disabled – an increase from year 3, returning to a similar proportion to year 2.

Overall, 63% of people joining FSS reported having a long-term health condition, 29% reported no long-term health condition, with the rest (7%) unknown. In the first quarter of year 4, 57% of people reported a long-term health condition, 33% did not, and for 10% this was unknown.

⁸ Since the first COVID-19 lockdown FSS has mostly been delivered over the phone or online, with face-to-face interaction paused. This has impacted the collection of equalities data. We have been working with FSS service providers to ensure response rates are maximised. For more information, see the Data Quality section in the Background Information.

Figure 3: Breakdown of Fair Start Scotland starts by equality characteristic group, from April 2018 to June 2021



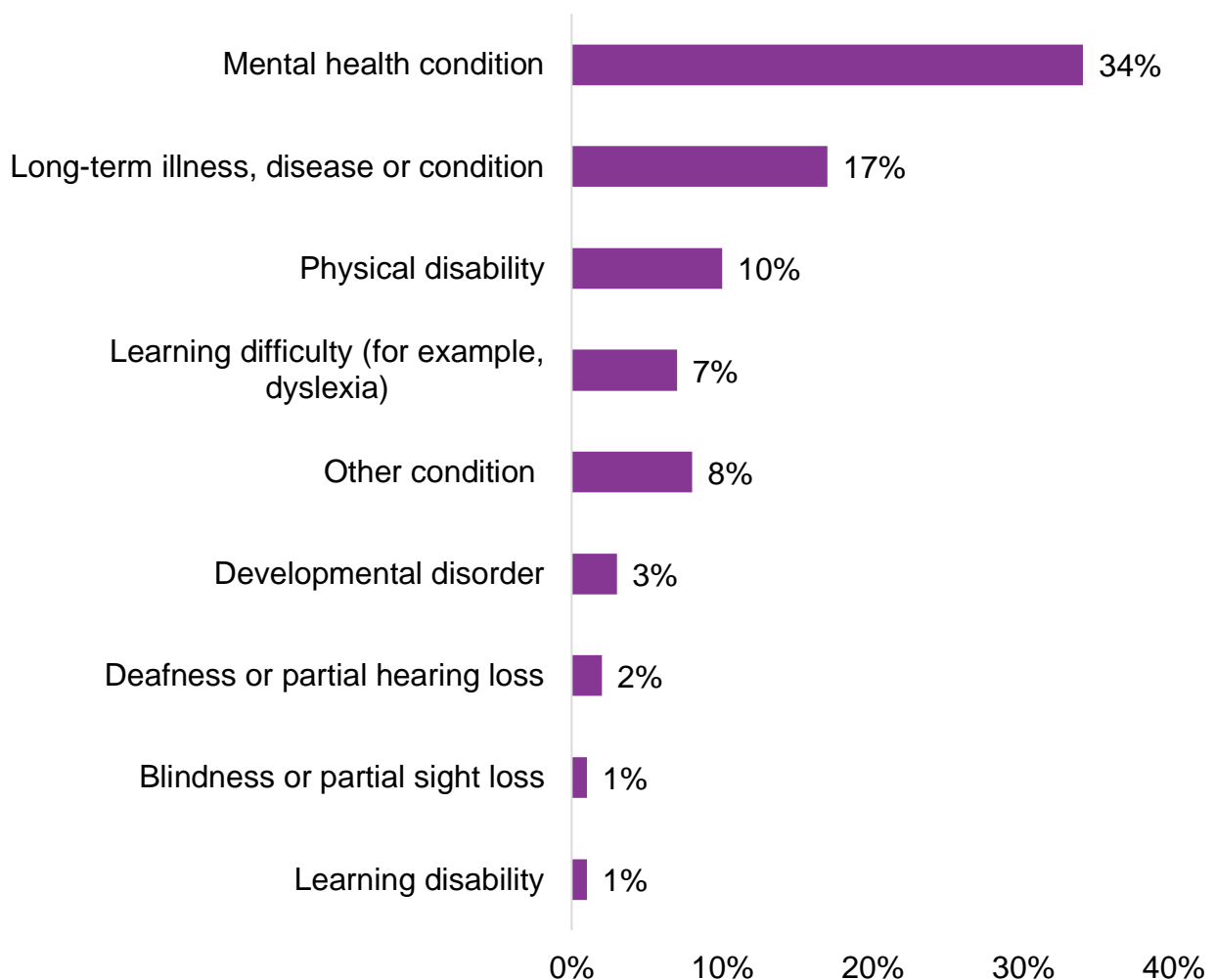
These breakdowns are for starts, not unique individuals, and do not exclude people who have previously been on FSS

Figure 4 shows that the most common type of long-term 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 condition among those joining FSS, from 31% to 36%. This remained at 36% in year 3, but decreased to 30% in the first quarter of year 4.

The second most commonly reported type of health condition was a long-term illness, disease or condition, which affected 17% of people joining FSS and has remained close to this level over time. In the most recent quarter, the proportion was 16%.

A physical disability was the third most common type of long-term health condition reported. The number of people reporting a physical disability has varied over time from 14% in year 1, to 10% in year 2, 6% in year 3, and 9% in the most recent quarter (start of year 4).

Figure 4: Percentage of starts on Fair Start Scotland who report long-term health conditions, broken down by type of long-term health condition, from April 2018 to June 2021



These breakdowns are for starts, not unique individuals, and do not exclude people who have previously been on FSS

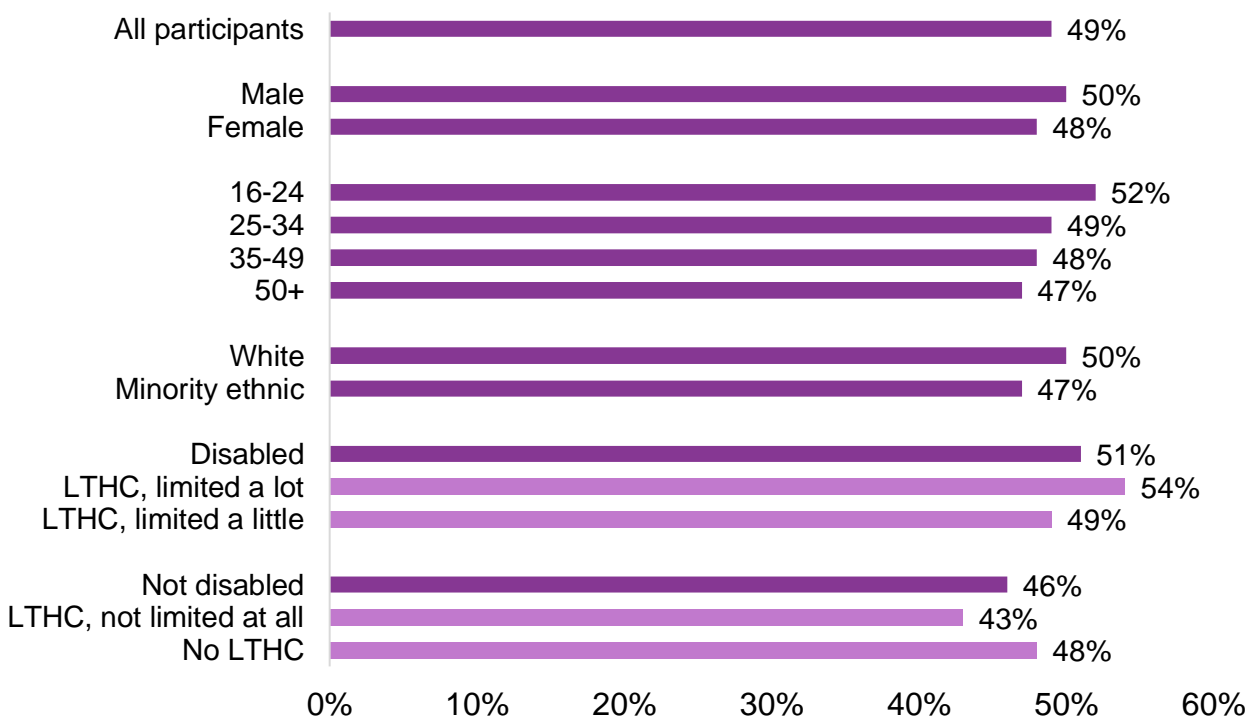
How many people left FSS early?

Someone is defined as having left FSS early (an ‘early leaver’) if they leave 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, 14,785 people have left FSS early. As with job outcomes, as time goes on we get a more complete picture of the numbers of people staying on FSS or leaving early. Where we have a complete picture⁹ 49% of people left the service early. There has been a reduction over time – 53% of participants who joined in year 1 left early, and 46% of participants who joined in year 2 left early.

Figure 5 shows that the percentage of people leaving early does not have large differences for most of the equalities groups. However, the percentage was higher for those reporting a disability, particularly for those who have a long-term health condition that limits daily activities a lot (54% 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 (43%). Younger participants also had higher rates of leaving early: 52% of those 16-24, compared with 47% of those 50+.

Figure 5: Percentage of people that leave Fair Start Scotland early, broken down by equality characteristic group, from April 2018 to June 2021 ^{9 10}



⁹ The early leaver rate is calculated for the 24,394 people who joined FSS from April 2018 – June 2020 as we have the most complete data.

¹⁰ LTHC is an abbreviation of Long-Term Health Condition.

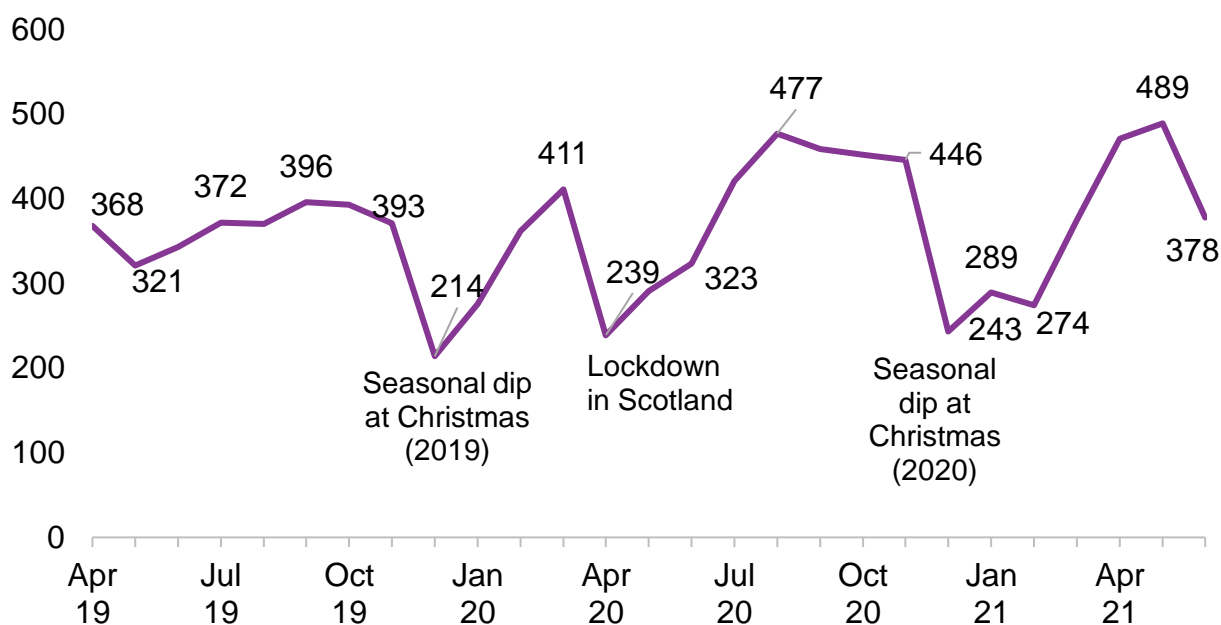
How many people entered and sustained employment?

A total of 11,843 people who joined FSS have started a job.

COVID-19 has had an impact on the labour market, and the number of job vacancies¹¹ available.

Figure 6 shows changes in FSS job starts since April 2019. Since COVID-19 restrictions began in March 2020, this has shown a lot of variation. There was a reduction in job starts from April 2020 after the first lockdown in Scotland followed by a large increase peaking in August 2020. A high level of job starts remained until November followed by a large drop in December 2020, with low levels of job starts seen through to February 2021. Some of the December decrease is likely to be seasonal, as decreases were also seen in 2018 and 2019. Levels of job starts rose again in March 2021, reaching a peak of 489 jobs in May 2021 before falling again to 378 in June. However, figures for recent months are likely to increase in future publications as there can be a delay between a participant starting a job and it being recorded by service providers.

Figure 6: Number of people starting work after joining Fair Start Scotland, by the month job was started, from April 2019 to June 2021



¹¹ [Coronavirus and the latest indicators for the UK economy and society - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

Of the 11,843 people who started work, 7,146 had sustained employment for at least 3 months (13 weeks), 5,089 sustained employment for at least 6 months (26 weeks), and 2,921 sustained employment for at least 12 months (52 weeks), as of June 2021.

Job outcome rates can only be reported for start cohorts where enough time has passed in pre-employment support and for outcomes to be achieved. These show:

- most people who started FSS did not enter work or go on to sustain employment: 35% started a job, 23% sustained employment for 3 months, 18% sustained employment for 6 months, and 15% sustained employment for 12 months¹²
- however, high levels of those starting jobs sustain them: 71% of people starting jobs went on to sustain employment for 3 months, 78% of the people who sustained employment for 3 months went on to reach 6 months, and 77% of those who sustained employment for 6 months went on to reach at least 12 months

Figures 7, 8, 9 and 10 show how the rates of job starts and outcomes compare between different equality groups.

The rates of job starts do not show a large difference by gender, though slightly higher rates of outcomes were achieved by women. For both men and women, 35% started a job. 3 month job outcomes were achieved by 25% of women and 23% of men, 6 month job outcomes were achieved by 20% of women and 17% of men, and 12 month outcomes were achieved by 16% of women and 14% of men.

The biggest differences in job start and outcomes rates were observed in age and long-term health conditions, which are often related. 39% of 16-24 year olds started work after joining FSS, compared with 31% of those aged 50+, a difference of 8 percentage points. Differences are also seen in the proportions of people sustaining employment at 3 months (26% for 16-24; 21% for 50+), 6 months (19% and 17%) and 12 months (16% and 13%).

23% of those with a long-term health condition that limited daily activities a lot went on to start work, compared to 44% of those with a health condition that did not limit daily activities. The difference between these two groups was also observed in the proportions of people sustaining employment at 3 months (17% for those limited a lot, and 29% for those not limited at all), 6 months (14% and 22%) and 12 months (11% and 15%).

36% of minority ethnic participants went on to start work, compared to 34% of white participants. Differences are also seen for 3 month outcomes (25% for minority ethnic participants; 23% for white participants), 6 month (21% and 19%) and 12 month outcomes (18% and 15%).

¹² Data from the Total Rates columns of Table 4 in the supplementary tables.

Figure 7: Percentage of people starting work after joining Fair Start Scotland, broken down by equality characteristic group ^{13 14}

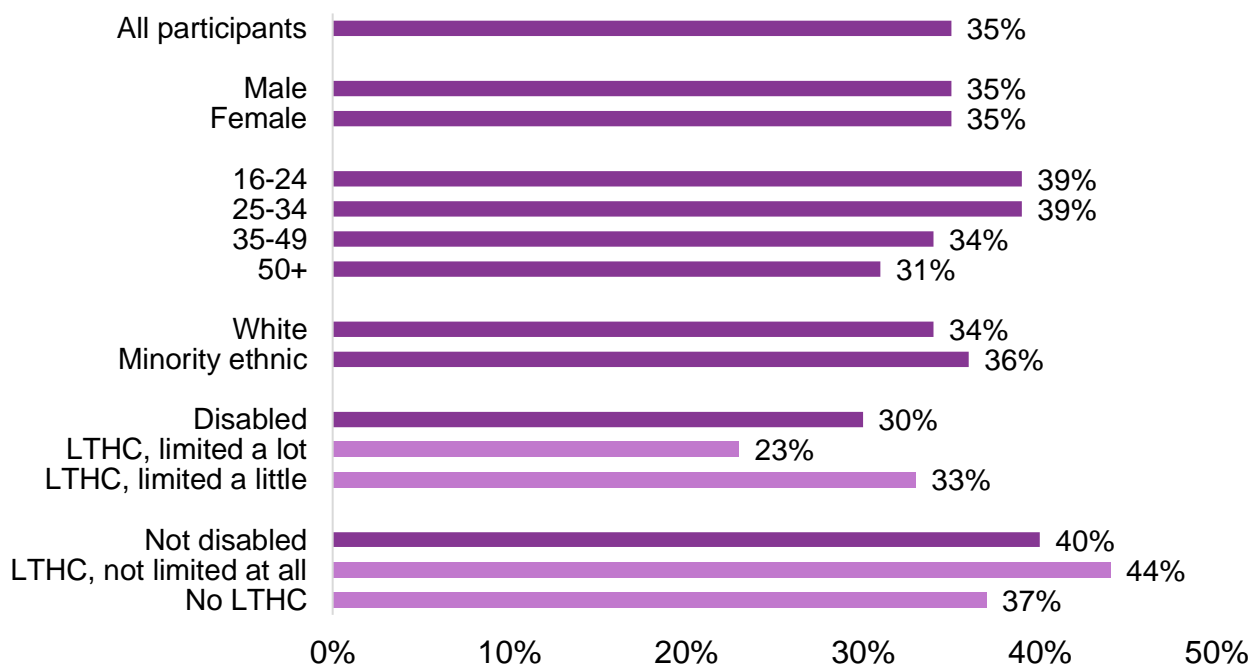
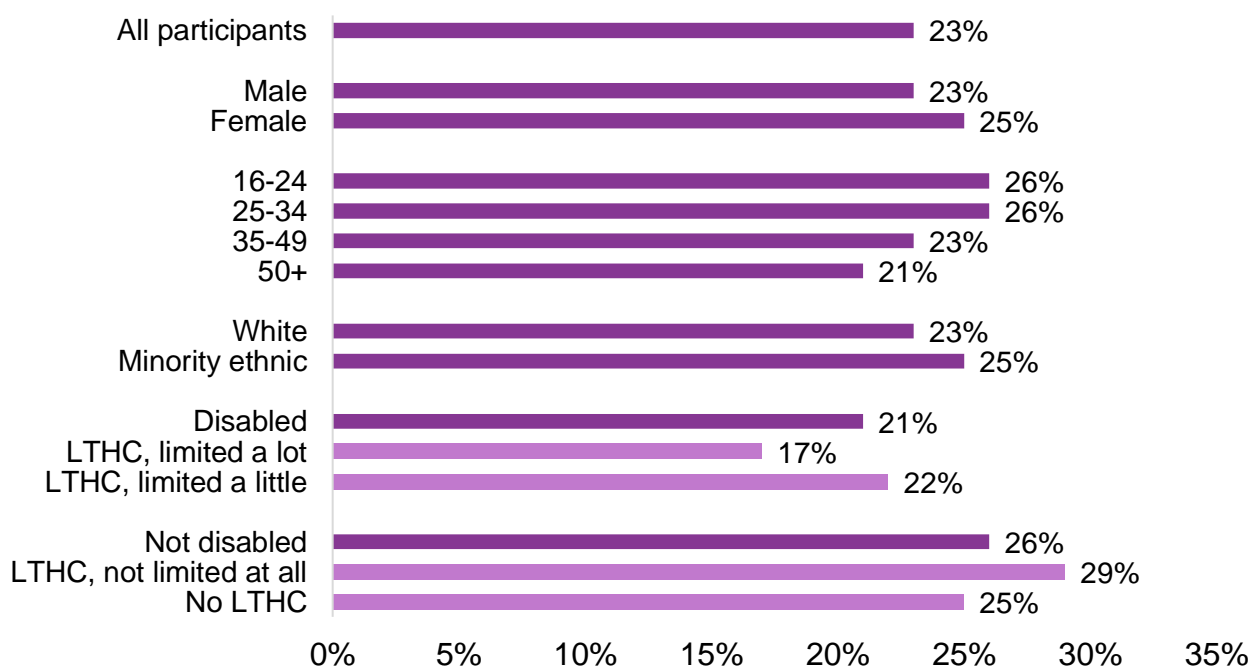


Figure 8: Percentage of people staying in work for 3 months after joining Fair Start Scotland, broken down by equality characteristic group ^{13 15}



¹³ LTHC is an abbreviation of Long-Term Health Condition.

¹⁴ The job start rate is calculated for the 24,394 people who joined FSS from April 2018 – June 2020 as we have the most complete data for this group.

¹⁵ The 3 month job outcome rate is calculated for the 22,148 people who joined FSS from April 2018 – March 2020 as we have the most complete data for this group.

Figure 9: Percentage of people staying in work for 6 months after joining Fair Start Scotland, broken down by equality characteristic group ^{13 16}

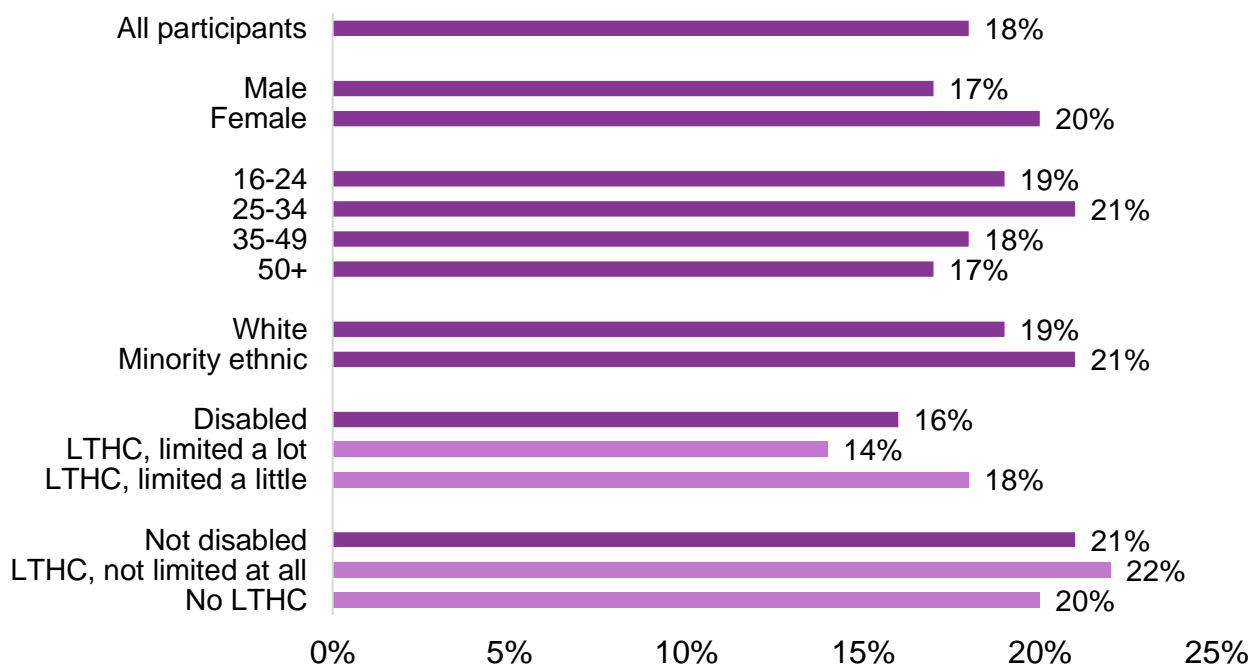
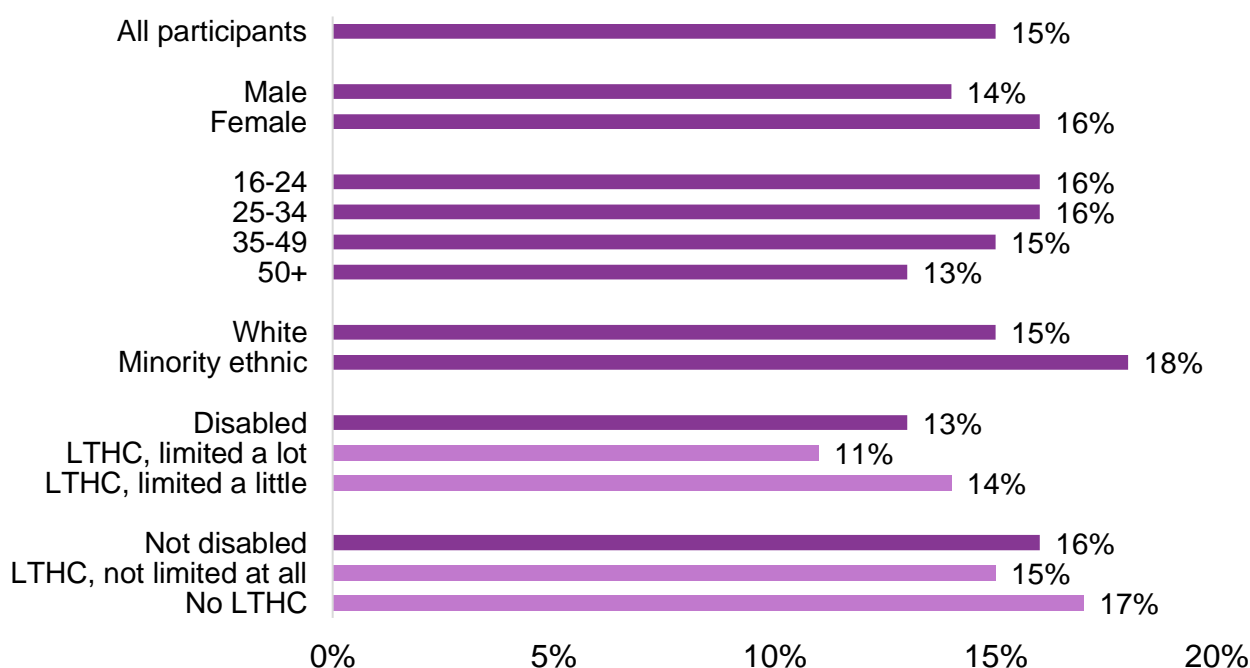


Figure 10: Percentage of people staying in work for 12 months after joining Fair Start Scotland, broken down by equality characteristic group ^{13 17}



¹⁶ The 6 month job outcome rate is calculated for the 19,009 people who joined FSS from April 2018 – December 2019 as we have the most complete data for this group.

¹⁷ The 12 month job outcome rate is calculated for the 13,069 people who joined FSS from April 2018 – June 2019 as we have the most complete data for this group.

Parents supported by Fair Start Scotland

In May 2021, data on FSS participants who are parents was published, covering years 1 to 3 of FSS. This is not included in this publication as it will be updated on an annual basis.

No One Left Behind (Experimental Statistics)

Introduction

No One Left Behind is a strategy for placing people at the centre of the design and delivery of employability services. The transition to this new approach, delivered through a partnership agreement between Scottish and Local Government, commenced on 1 April 2019.

The No One Left Behind approach moves away from funding and delivering a number of separate and distinct employability programmes, to a more flexible approach. Scottish and Local Government are working with third and private sector to deliver support which aims to be more joined-up and responsive to the needs of individuals of all ages and to local labour market conditions.

The support provided may vary from short, focused interventions or longer term support, dependent on individual circumstances. Participants can access the support they require on an ongoing basis and can engage and disengage at times that best suit their needs.

Individuals can self-refer to No One Left Behind support, or be referred through a variety of channels, including educational providers, local authorities, third sector organisations, Jobcentre Plus, and other local services.

How many people received support?

A total of 7,390 people were supported over the period April 2019 to March 2021, with 3,824¹⁸ people starting in year 1 (April 2019 - March 2020), and 3,566 in year 2 (April 2020 – March 2021).

The national lockdown in Scotland took effect on 23 March 2020, at the end of year 1, and so any effects of the COVID-19 pandemic are likely to only be seen in year 2. Data for year 1 was reported as aggregate totals by local authorities. Individual level data collection was put in place from April 2020 and so more breakdowns for the period April 2020 to March 2021 are available.

During year 1, an average of 956 people started receiving support each quarter¹⁹. From April to June 2020, the first three months of the national lockdown, 467 people started receiving support, followed by a large increase over the July to September period to 1,267, and then a decrease in the October to December period, to 867. In the final quarter of year 2 (January – March 2021), the number of people starting to receive support rose slightly to 965, close to last year's average²⁰.

In year 2, 39% of participants were women, and 61% were men. This is similar to year 1, where 40% of participants were women and 60% were men. In year 2, there were slightly higher proportions of women in older age groups, compared with proportions overall: 43%

¹⁸ This total includes 752 young people who were participating in Activity Agreements the previous year. [Activity agreements - mygov.scot](https://mygov.scot)

¹⁹ Totals for starts by quarter in year 1 are not currently available

²⁰ Figures are based on management information and so are subject to change in future publications

for 35-49 and 42% for 50+, but the overall numbers in these age groups are small, so differences at this stage should be interpreted with caution.

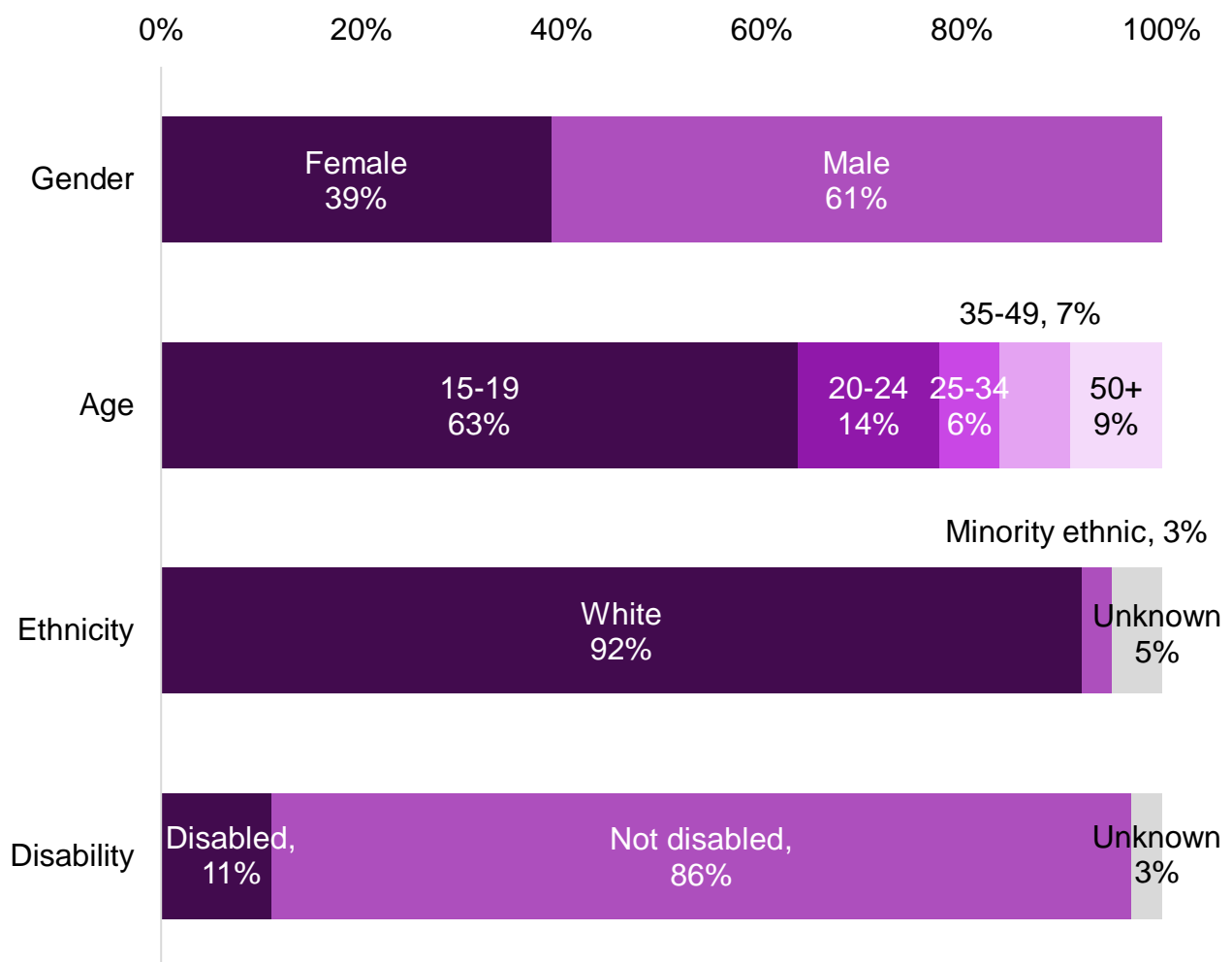
In year 2, 63% of participants were aged 15-19, 14% were 20-24, 13% were 25-49, and 9% were 50 or above. In year 1, 78% of participants were aged 15-19, 10% were 20-24, 8% were 25-49, and 4% were 50 or above.

In year 2, 3% of participants were from minority ethnic groups, 92% of participants were white, with ethnicity unknown for the remaining 5%. These statistics are not currently available for year 1 participants.

In year 2, 11% of participants were disabled (with 86% recorded as not disabled and 3% unknown). This compares to 17% of participants who were disabled in year 1.²¹

Employment outcome figures for year 1 participants were last reported in February 2021. More information about how No One Left Behind statistics are being developed is included in the May 2021 publication.

Figure 11: Percentage of people supported through No One Left Behind, broken down by equality characteristic group, from April 2020 to March 2021



²¹ Disability reported in context of being a barrier to work. See background section for more information.

Feedback

To ensure the statistics are developed in a way which is useful to users, we will be asking for views on a range of topics as the development work described above is taken forward. If you have comments or questions in the meantime please contact: employabilitydata@gov.scot.

Background Information

1. Official and Experimental Statistics

Statistics for No One Left Behind are Experimental Statistics. Experimental statistics are defined by 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’.

Statistics for Fair Start Scotland are official statistics – they are no longer classified as experimental statistics. This early stage has now passed, with user feedback used to improve the publication, though any comments or feedback are still welcome.

More detail on designation of statistics can be found at:

<https://uksa.statisticsauthority.gov.uk/about-the-authority/uk-statistical-system/types-of-official-statistics/>

2. 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 (30 June 2021). 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.

No One Left Behind. This publication reports on all participants who received support from 1 April 2019 to 31 March 2020.

3. Fair Start Scotland (FSS) background information

Tables

Detailed statistics on the number of referrals to FSS, number of starts and job outcomes are presented in the accompanying tables, numbered 1 to 9. Tables 1 to 8 show changes to FSS over time, with Tables 4 to 8 providing breakdowns of equalities characteristics. Table 9 provides a breakdown of data by local authority and FSS delivery area. The caveats that apply to national data also apply to local authority data (see the end of Background Information section 3).

In May 2021, data on FSS participants who are parents was published, covering years 1 to 3 of FSS. This is not included in this publication as it will be updated on an annual basis.

Data sources

The Scottish Employability Tracking System (SETS)

SETS is the Scottish Government referrals tracking system for Fair Start Scotland. Information on those referred to FSS (‘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 13 July 2021.

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 usually collected via a combination of face-to-face interviews, SG equalities monitoring forms, phone conversations and electronic questionnaires (see section *Impact of COVID-19 (Coronavirus) on data quality*); 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 30 June 2021.

Methodology

Referral

The referral numbers published in this release are net figures, which excludes 2,055 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 at the end, 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.

Before April 2021, individuals were only able to receive support from FSS once, therefore the number of starts on the service is the same as the number of unique individuals who have received support. With the extension of FSS beyond the initial three year period, from April 2021 people who have previously received support may start again on FSS. There must be a break of at least 13 weeks since the person left FSS to become eligible. As a result of this change, the total number of starts in FSS is no longer the same as the number of individuals who have received support.

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 the end of June 2021.

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.

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:

- 3,372 participants answered the second question on extent of limitation (81 yes, a lot; 422 yes, a little; 2,869 not at all). These responses were excluded from the totals.
- 1,425 people reported one or more long-term health condition (1,586 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 had to adapt their methods of supporting people in 2020, moving from contact in person to telephone and online contact. This initially led to lower rates of data completion of equalities information, whilst data collection methods were adapted to the new circumstances in consideration of data protection guidance. It also caused disruption to some providers where data was held in the workplace and was not available to staff working from home.

There were particularly high levels of missing data for ethnicity in July to September 2020. Data collection has since improved.

During the quarter April-June 2021 some providers had a limited return to meeting participants in person, depending on the local situation and participant's preference.

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, the range of other existing services available in the area, the relationship between FSS provider staff and JCP work coaches, and the range and scale of local job opportunities²².

²² Fair Start Scotland evaluation report 2: local area case studies - November 2019
<https://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-local-area-case-studies-year-1-november-2019/>

4. No One Left Behind Background Information

Data collection

All participant data is collected and recorded on management information systems by Scottish local authorities. Data returns are submitted to the Scottish Government on a quarterly basis. No centralised recording system is in place.

Self-assessed disability is reported only if and when it is perceived by the participant as being a barrier for them to finding employment. This means that recording and reporting of disability is not comprehensive and is not currently collected using the SG recommended questions.

During the first transitional year of delivery, data was submitted to the Scottish Government by local authorities as aggregate totals rather than individual level data. This means that further breakdowns or cross-tabulations of data are not possible. Individual level data reporting for No One Left Behind was put in place from April 2020; the start of year 2 delivery.

Starts

People are registered to start receiving support by a Local Authority Key Worker

Employment outcomes

Employment outcomes are defined as follows:

Where the participant has sustained employment (employment, self-employment, Modern Apprenticeship) for 13 weeks a self-declaration signed by the participant and countersigned the Employability Key Worker will confirm the 13 week milestone has been achieved.

Where the participant has sustained employment (employment, self-employment, Modern Apprenticeship) for 26 weeks a self-declaration signed by the participant and countersigned the Employability Key Worker will confirm the 26 week milestone has been achieved.

Comparisons with other employment services' data

When comparing with Fair Start Scotland:

Starts and employment outcomes are measured in a similar way and are therefore comparable. However, both the support offered and the groups targeted by these services are different, which may affect both the demographics and outcomes of participants.

For other services across the UK, features of service design (e.g. whether voluntary or mandatory, eligibility criteria) and definitions (e.g. how job outcomes are measured) may differ to a greater extent.

5. Previous editions of this publications

This publication has previously reported on Work First Scotland (WFS), Work Able Scotland (WAS), and the Health & Work Support pilot in Dundee and Fife. These services have now closed. The final statistics for WFS and WAS were published 26 February 2020 (<https://www.gov.scot/isbn/9781839605901>), and the final statistics for the Health & Work Support pilot were published 27 May 2020 (<https://www.gov.scot/isbn/9781839607677>). Other services operate within Scotland, including those run by local authorities and third sector providers, and these are not included in this publication.

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7. Complaints and suggestions

If you are not satisfied with our service, or have any comments or suggestions, please write to the Chief Statistician, GR, St. Andrews House, EH1 3DG; telephone 0131 244 0302; e-mail statistics.enquiries@gov.scot

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