



ECONOMY AND LABOUR MARKET

Scotland's Devolved Employment Services: statistical summary

Key findings

Up to 29 March 2019:

- Of those referred (17,616), 58% of people chose to join Fair Start Scotland (FSS). In total, 10,063 people joined FSS in the first year.
- The first quarter of 2019 saw an increase both in referrals (46%) and starts (48%), compared to the last quarter of 2018.
- 2,013 participants started a job after joining FSS. 898 of those who started a job had sustained employment for at least 13 weeks and 418 had sustained employment for at least 26 weeks.
- Almost two-thirds (64%) of FSS participants reported having a long-term health condition.
- 930 people enrolled in the Health & Work Support pilot since it was launched in late June 2018. The most common health conditions reported by participants were musculoskeletal (62%).

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Experimental Statistics: we want your views

Tell Us What You Think

The scope of this statistical series has expanded since the first publication in December 2017, as new devolved services have launched and more data 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](#)

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](#).

Information on how we measure each stage of the participant journey through FSS can be found in the Background Information section of this publication. Tables 1 to 14 in the accompanying Excel tables refer to FSS data, with Tables 15 to 79 providing Local Authority breakdowns.

How many people joined, up to 29 March 2019?

Of the 17,616 referrals made, 58%¹ of those referrals went on to join the service. In its first year, a total of 10,063 people joined FSS. 2,838 participants had left the service early.

How many people entered and sustained employment, up to 29 March 2019?

A total of 2,013 people had started jobs. 898 of those people had sustained employment for at least 13 weeks and 418 had sustained employment for at least 26 weeks.

Of the participants who sustained employment, 85% (767) of those achieving 13 week outcomes, and 98% (411) of those achieving 26 week outcomes, joined FSS during the first 6 months of the service.

Since participants can receive pre-employment support for up to 12 months (or 18 months in some cases), we need to allow enough time for enough people to achieve outcomes before we can accurately calculate outcome rates (the proportion of people who join FSS who go on to achieve employment outcomes). Confirmation of when we will publish outcome rates will be announced in the next publication (August 2019).

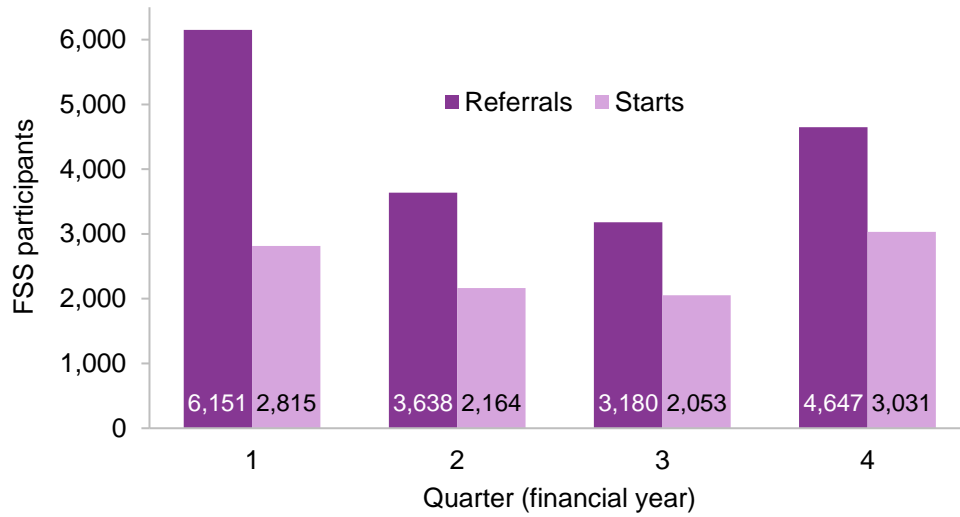
Figure 1: Participant journeys on Fair Start Scotland, up to 29 March 2019



¹ To calculate the percentage of people who joined the service, we need to use the total number of starts (10,267) that resulted from all referrals received during the period to 29 March 2019, rather than the total number of starts (10,063) with a recorded start date on FSS during the same period.

Figure 2 shows an influx of referrals in the first three months (Q1) following service launch. The first quarter of 2019 saw an increase both in referrals (46%) and starts (48%), compared to the last quarter of 2018.

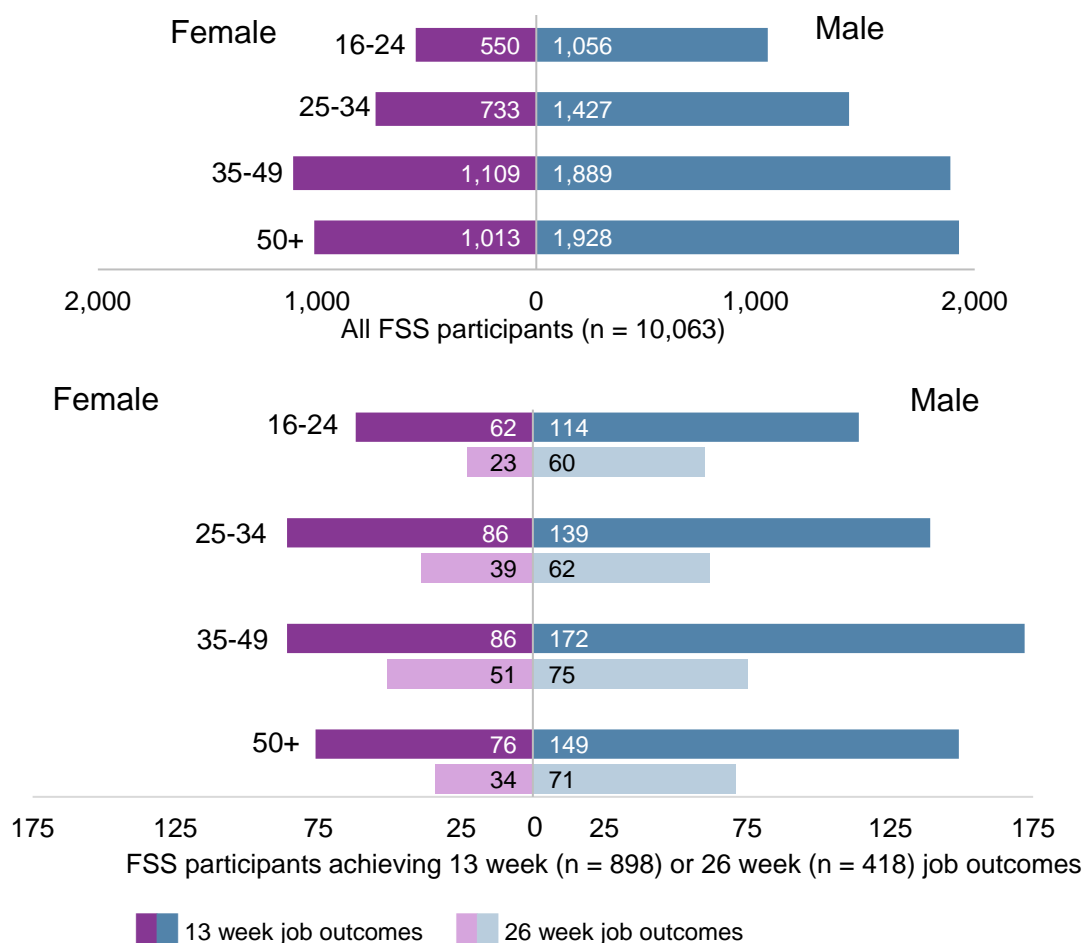
Figure 2: Employment support referrals and starts, Fair Start Scotland, up to 29 March 2019



From the information we gathered about participants on Fair Start Scotland, we know:

- More males (65%) than females (35%) achieved 13 week and 26 week job outcomes. This reflects the profile of people joining the service (64% male, 35% female). For background information, the gender split in the Scottish unemployed population is 55% male, 45% female².
- The distributions for age group and gender were broadly similar for those achieving both 13 week and 26 week job outcomes.
- The proportion of people aged under 35 who achieved both 13 week (44% male, 47% female) and 26 week (45% male, 42% female) job outcomes, was higher than the proportion of all participants in the same age group (38% male, 37% female). Conversely, the proportion of people aged 50 years or older who achieved both 13 week (26% male, 24% female) and 26 week (26% male, 23% female) job outcomes was lower than the proportion of all participants in the same age group (30% male, 29% female).
- 4% of people joining FSS reported being from minority ethnic groups (78% white; 18% unknown). Similar proportions are seen for those achieving 13 week (4% minority ethnic; 82% white, 14% unknown) and 26 week (5% minority ethnic; 80% white; 16% unknown) job outcomes.

Figure 3: Age and gender profile of FSS participants, and those achieving 13 week and 26 week job outcomes, up to 29 March 2019



² Data taken from Table 2.1 of “Regional Employment Patterns in Scotland: Statistics from the Annual Population Survey 2018”, published [here](#).

- 64% 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 (65% and 67%, respectively).
- 50% of those achieving 13 week job outcomes, and 51% of those achieving 26 week job outcomes (both with 4% unknowns), reported having a disability. This is slightly higher than FSS participants overall (47%; note this calculation included 15% for whom disability status is unknown).

Figure 4: Long-term health conditions and extent of limitation, FSS participants, up to 29 March 2019

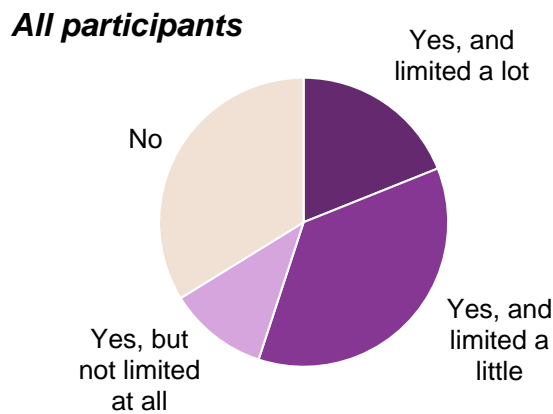


Figure 5: Long-term health conditions and extent of limitation, FSS participants achieving 13 week job outcomes, up to 29 March 2019

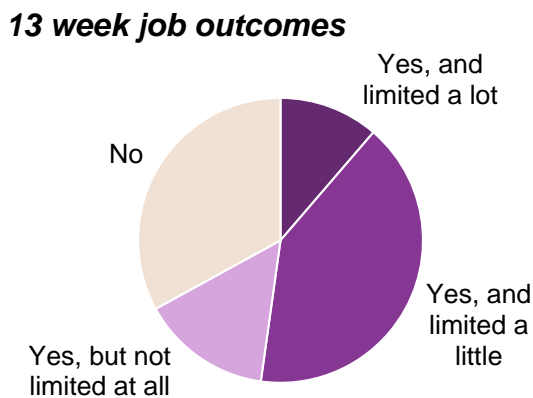
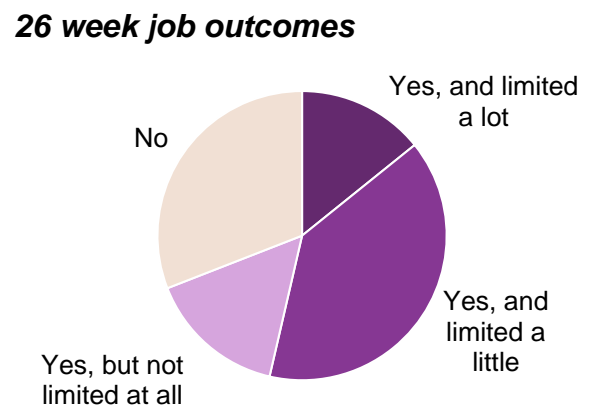
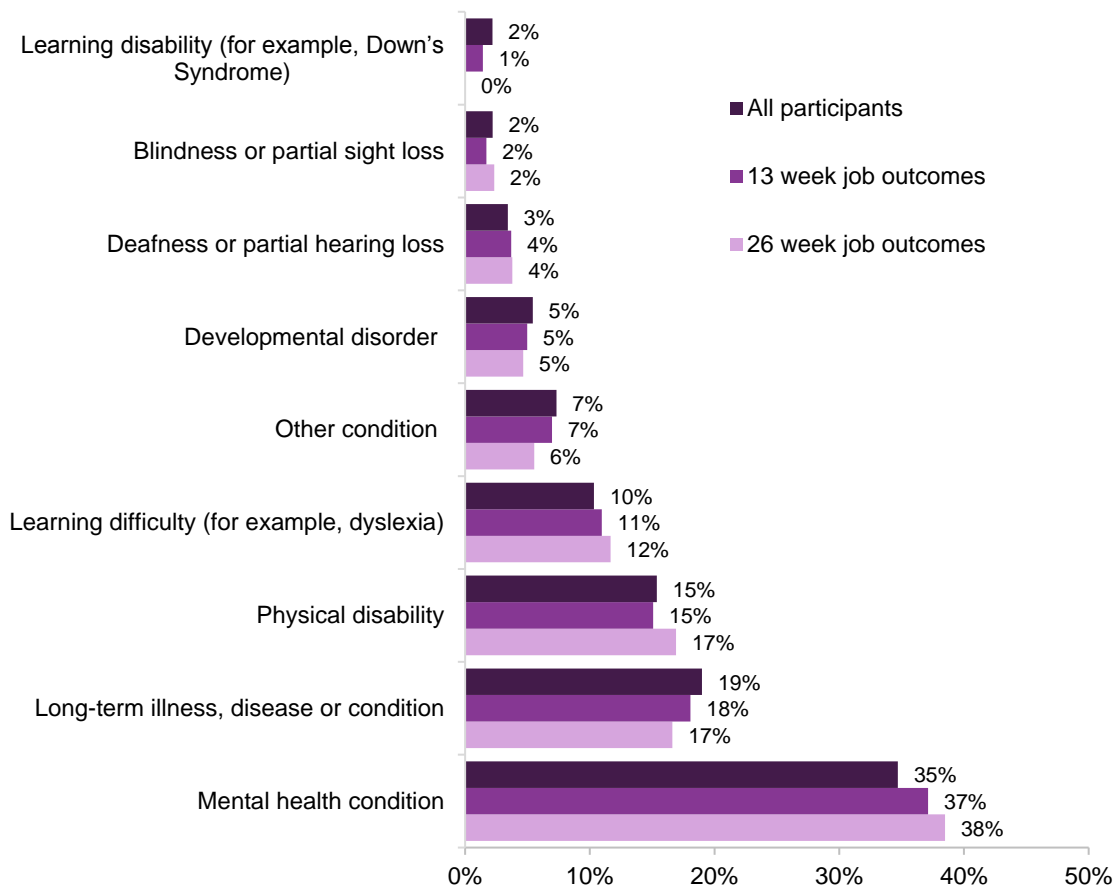


Figure 6: Long-term health conditions and extent of limitation, FSS participants achieving 26 week job outcomes, up to 29 March 2019



- The overall distribution of different long-term health conditions reported was similar for all participants who joined FSS and those achieving job outcomes.
- 35% of those joining the service reported having a mental health condition. The proportions of those achieving 13 week or 26 week job outcomes who reported having a mental health condition were broadly similar (37% and 38%, respectively).
- Of those achieving job outcomes, a higher proportion reported only one long-term health condition (53% for 13 week outcomes, 54% for 26 week outcomes) than those who joined the service (49%).

Figure 7: Long-term health conditions, all FSS participants and those achieving 13 week and 26 week job outcomes, up to 29 March 2019



Work First Scotland (WFS)

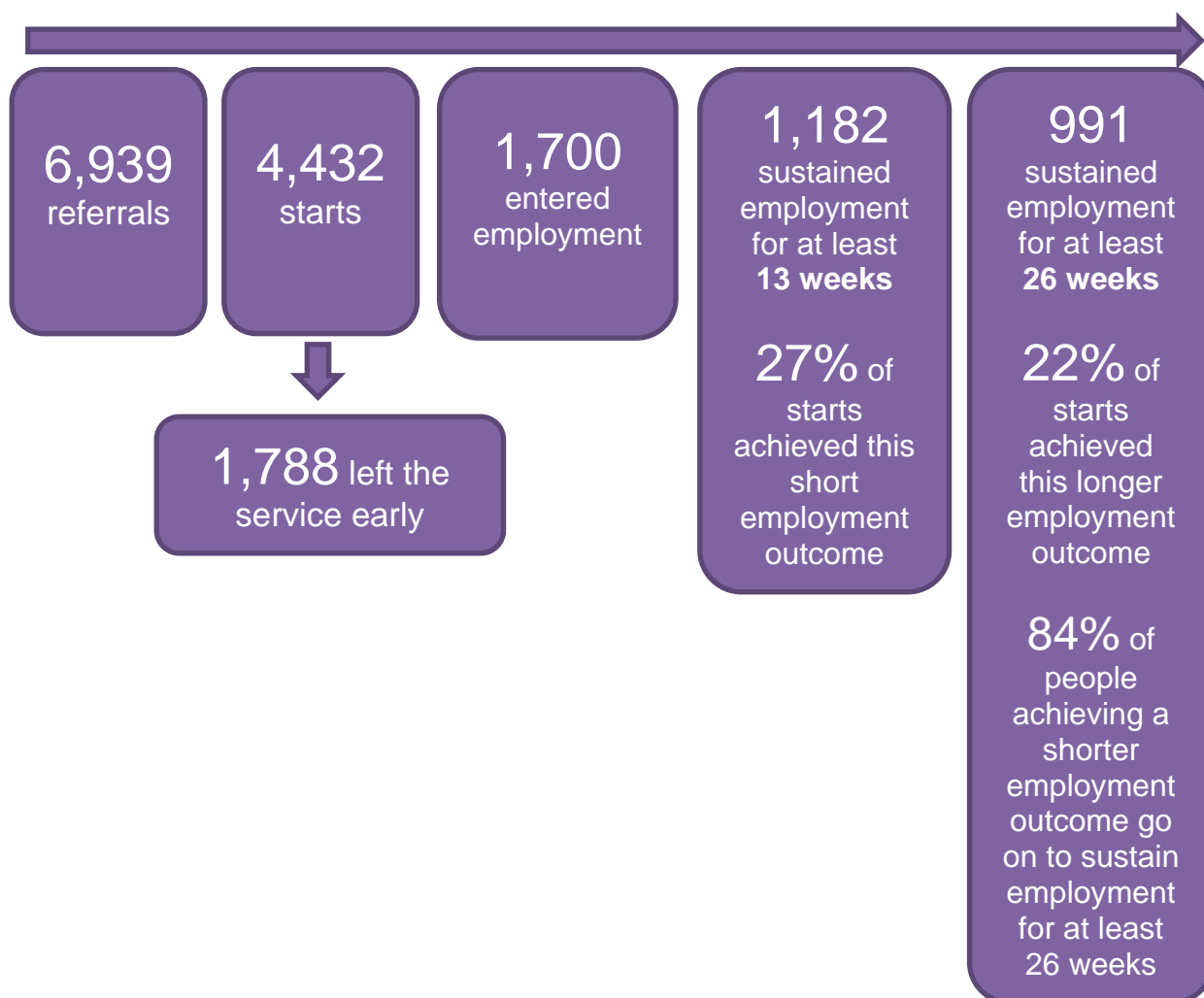
Work First Scotland (WFS) is a devolved disability employment support service. It is one of two voluntary transitional services put in place before FSS was launched and aimed to deliver support for up to 3,300 disabled people. Referrals to WFS were made between 3 April 2017 and 9 March 2018. WFS participants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

Information on how we measure each stage of the participant journey through WFS can be found in the Background Information section of this publication. Tables 80 to 89 in the accompanying Excel tables refer to WFS data. The first evaluation report regarding WFS and Work Able Scotland was published in April 2018 and can be [found here](#).

How many people joined?

6,939 people were referred into WFS between 3 April 2017 and 9 March 2018. As a result 4,432 people (64%) joined the service. 1,788 of these people left the service early. By 29 March 2019, 1,182 people had sustained employment for at least 13 weeks and 991 had sustained employment for at least 26 weeks.

Figure 8: Participant journeys on Work First Scotland, up to 29 March 2019³



³ The numbers of sustained job outcomes (991) shown here differs very slightly from that in the published tables (990) since the two figures are derived from separate administrative systems. See the background information section for details.

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

- More males than females achieved job outcomes. 62% of short and 61% of sustained job outcomes were for males. This reflects the fact that more males (64% of participants) than females (36%) joined the service.
- The highest proportion of people joining the service were aged 35 to 49 (31%). This age group also has the highest proportion of people achieving short (33%) and sustained (34%) job outcomes.
- The highest proportion of job outcomes were achieved by people reporting long-term mental health conditions. 38% of both short and sustained job outcomes were achieved by those with a mental health condition. 33% of people joining the service reported a mental health condition.
- The distribution of types of long-term health condition for those achieving short and sustained job outcomes, and for those joining the service, were broadly similar.
- The highest proportion of job outcomes (77% short and 78% sustained) were achieved by people only reporting one long-term health condition. 73% of people joining the service reported one long-term health condition.
- 4% of participants achieving short and sustained job outcomes reported being from minority ethnic groups. This is the same proportion as those joining the service.

Work Able Scotland (WAS)

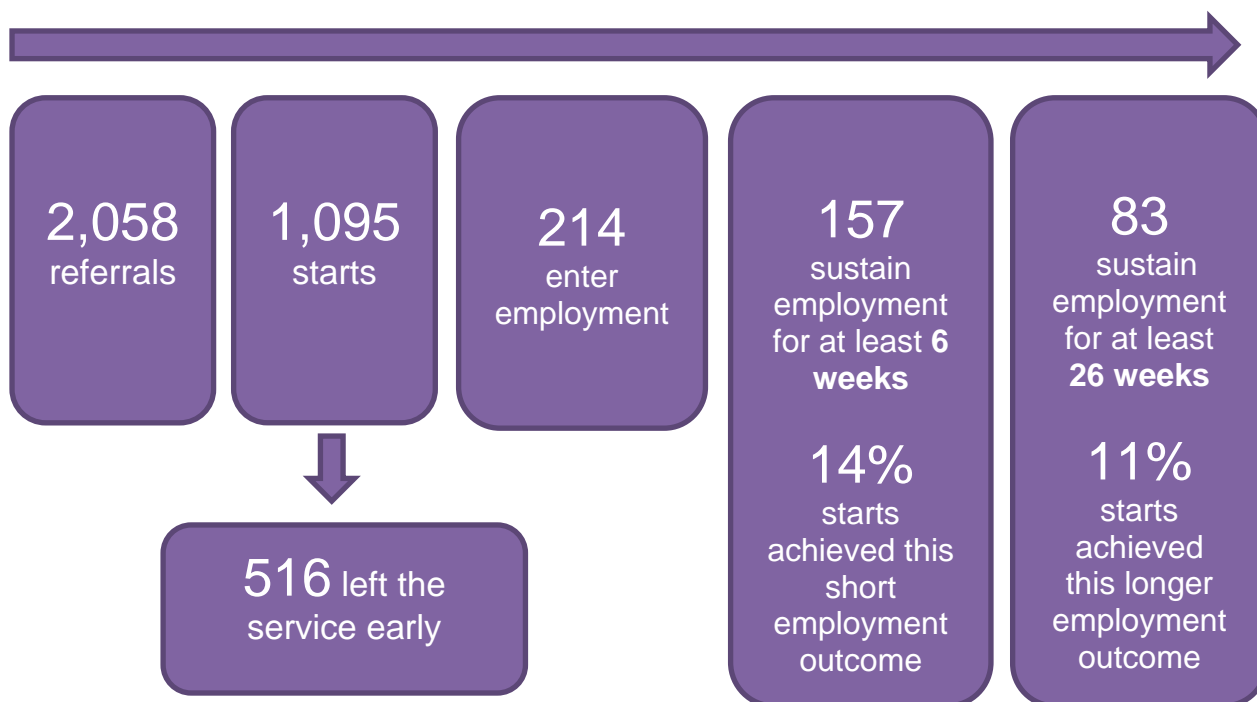
Work Able Scotland (WAS) is a devolved employment support service for those with a health condition, managed by Skills Development Scotland. It is one of two voluntary transitional services put in place before Fair Start Scotland was launched and aimed to deliver support for up to 1,500 people with a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

Information on how we measure each stage of the participant journey through WAS can be found in the Background Information section of this publication. Tables 90 to 99 in the accompanying Excel tables refer to WAS data. The first evaluation report regarding WFS and WAS was published in April 2018 and can be [found here](#).

How many people joined?

2,058 people were referred into WAS between 3 April 2017 and 9 March 2018. As a result 1,095 people (53%) joined the service. 516 of these people left the service early. By 29 March 2019, 157 people had sustained employment for at least 6 weeks and 83 had sustained employment for at least 26 weeks.

Figure 9: Participant journeys on Work Able Scotland, up to 29 March 2019



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

- More males than females achieved job outcomes. 58% of short and 53% of sustained job outcomes were for males. This reflects the fact that more males (57% of participants) than females (44%) joined the service.
- The highest proportion of people joining the service were aged 35 to 49 (35%). This age group also has the highest proportion of people achieving short (38%) and sustained (36%) job outcomes.
- The highest proportion of job outcomes were associated with people with long-term mental health conditions. 49% of conditions reported by those with short and 52% of those with sustained job outcomes were mental health conditions. 46% of conditions reported by people joining the service were mental health conditions.
- The distribution of types of long-term health condition for those achieving short and sustained job outcomes, and those joining the service, were broadly similar.
- The highest proportion of job outcomes (61% short and 63% sustained) were achieved by people only reporting one long-term health condition. 60% of people joining the service reported one long-term health condition.
- 3% of participants achieving short job outcomes reported being from minority ethnic groups. A similar proportion of those joining the service also reported being from minority ethnic groups. However, the number of participants from minority ethnic groups joining this service are small - so exercise caution when using these figures.

Health & Work Support Pilot

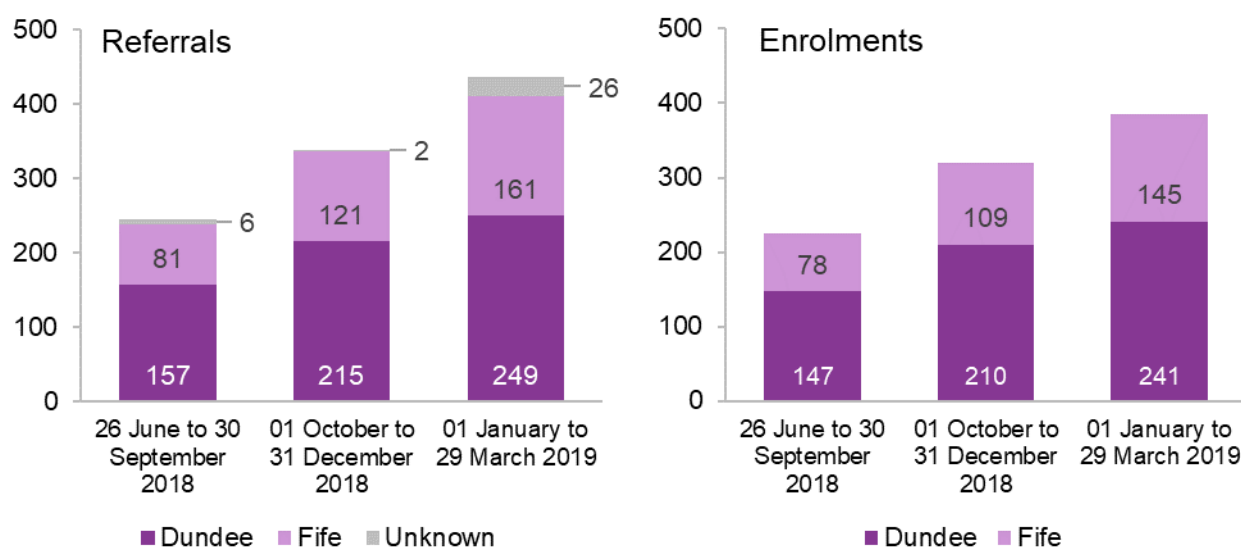
The Health & Work Support Pilot streamlines existing health and employability services by providing a single point of contact for those at risk of falling out of work or who have recently left work due to ill health. The service offers NHS delivered case-management support to those at risk of falling 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 100 to 109 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 1,018 referrals and 930 enrolments in to case management from the start of the pilot to 29 March 2019. Of enrolments, 598 (64%) were in Dundee and 332 (36%) were in Fife.

Of these, 436 were referred and 386 were enrolled during the third quarter of the pilot (1 January 2019 to 29 March 2019). This is a 29% increase in referrals and 21% increase in enrolments from the previous quarter.

Figure 10: Health & Work Support referrals and enrolments, up to 29 March 2019



- Most people enrolled into the case management services were employed (86%), with 14% being recently unemployed (up to 6 months).
- An additional 26 people were offered light touch support between 26 June 2018 and 31 December 2018, of which 10 were in Dundee and 16 in Fife. This is offered when people are referred but fall outside of the enrolment criteria. This information will be reported every six months due to the numbers being small.
- Most users (56%) heard about the service from a GP, 11% from other health professionals, 13% from Jobcentre Plus, 11% from their employer, and 9% from other sources including advertising and word of mouth.

- More females (55%) than males (45%) joined the service. There was a higher proportion of females in each age group up until age 45 to 54.
- The most common health conditions reported are musculoskeletal conditions (e.g. back pain; 62%), followed by mental health conditions (26%). 9% reported other types of health conditions, and for 3% of participants health condition is unknown.
- Less than half of users (39%) reported a long-term health condition. Of these, 78% were either 'limited a lot' or 'limited a little' in their ability to carry out day-to-day activities. This means 31% of participants (288 out of 930) reported having a disability.

Figure 11: Age and gender profile of Health & Work Support enrolments, up to 29 March 2019

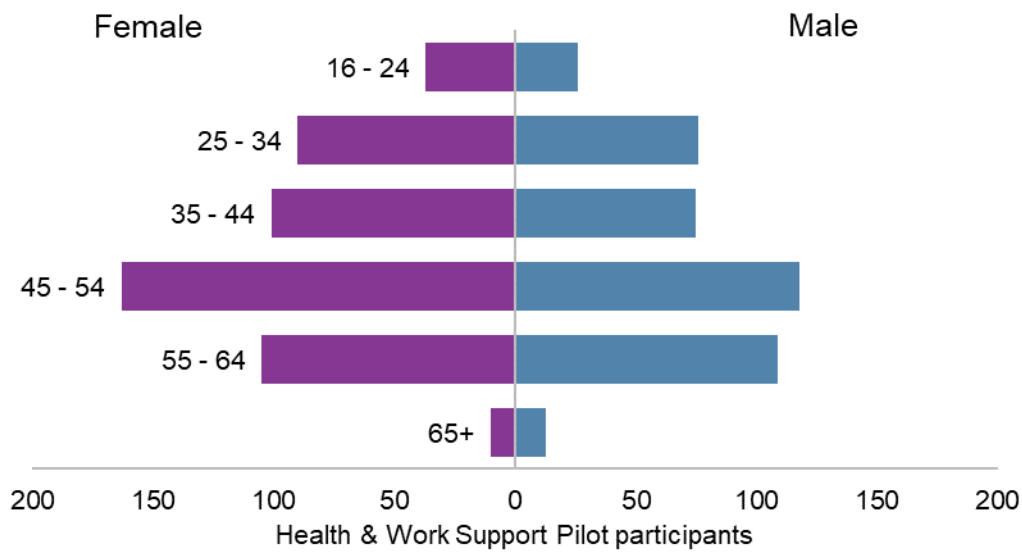
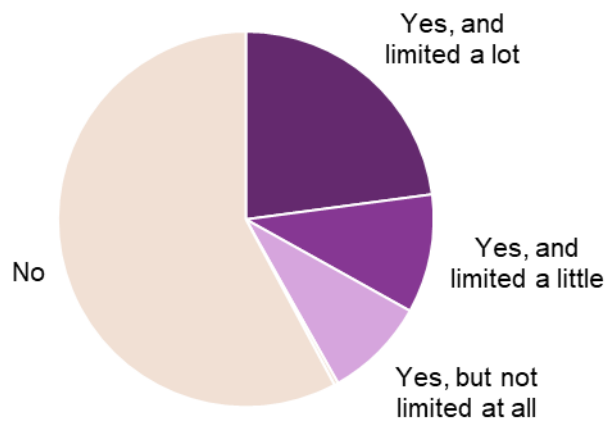


Figure 12: Long-term health conditions and extent of limitation, Health & Work Support enrolments, up to 29 March 2019



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). We report referrals and starts for Q1 2018 to Q4 (29 March 2019). There was an opportunity for referrals to be made for a short period prior to launch, commencing 13 March 2018.

Work First Scotland and Work Able Scotland. These services were launched on 3 April 2017 (Q1). Referrals to both services stopped in Q1 2018 (9 March 2018). We report all referrals between 3 April 2017 and 9 March 2018. We also report all starts for each service – all starts were recorded by 30 March 2018 (Q4), aside from 4 starts in April for WFS. We started reporting job outcomes for participants in Q1 2018 and the latest data included Q4 (29 March 2019).

Health & Work Support Pilot. The pilot was launched on 26 June 2018 and is scheduled to run for 2 years. We have previously reported referrals and enrolments for the first quarter of the pilot (26 June to 30 September 2018) and the second quarter (01 October to 31 December 2018); with the most recent now including the third quarter (01 January to 29 March 2019). The numbers of participants for light touch support is low, so this is instead reported every six months in order to reduce disclosure risk - 26 June to 31 December 2018 in this publication.

2b. Reporting differences

The age groupings used in this publication for the Health & Work Support pilot differ slightly from those used for Work First Scotland, Work Able Scotland and Fair Start Scotland. The classifications used for reporting health conditions in Work Able Scotland and the Health & Work Support pilot are both also slightly different than those used for Work First Scotland and 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 30 April 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 29 March 2019.

Local Authority areas map to FSS delivery areas as follows:

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

Methodology

Referrals

The referral numbers published in this release are net figures, which excludes 334 rejected referrals. The vast majority of these were duplicates.

Starts

The total number of FSS starts used to calculate the percentage of people who joined the service reflects the outcomes of referrals made during the period 13 March 2018 to 29 March 2019, which includes 204 people who had a recorded start date after that, as recorded by SETS.

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 29 March 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 amendments

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

- Of those participants who responded 'No' to the question asking whether respondents had a physical or mental health condition lasting, or expected to last 12 months or more:
 - 447 participants answered the second question on extent of limitation (55 yes, a lot; 161 yes, a little; 231 not at all). These responses were excluded from the totals.
 - 378 participants reported one or more long-term health condition (644 conditions in total were recorded). These conditions have been excluded from the count of long-term health conditions.
 - In 71 cases, more than one response for extent of limitation was recorded, in which case only the highest level has been included.

4. Work First Scotland (WFS) background information

Data sources

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

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

The Scottish Government receive monthly reports from PRaP, via DWP. The statistics in this release are based on the report generated on 29 March 2019. For additional quality assurance purposes, equivalent data as recorded by service providers on their caseload management systems is also reported to SG at regular intervals.

Information collected by service providers

The statistics on long-term health conditions, age, gender and ethnic group are derived from information collected by service providers when an individual joins WFS. This information is required for service delivery and equalities monitoring purposes. Information is collected via a combination of face-to-face interviews and SG equalities monitoring forms. The statistics in this release are based on returns for the period 13 March 2018 to 29 March 2019.

Methodology

Referrals

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

Starts

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

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

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 their management information (MI) systems. An individual can enter employment more than once; however the figures in this publication are for the individual's first recorded job only. The number of job starts is therefore equal to the number of people who had entered employment. All figures are up to 29 March 2019.

Employment outcomes

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

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

The start to short, and start to sustained, job outcome rates at 29 March 2019 are calculated by dividing the total number of short and sustained job outcomes achieved, respectively, by everyone who started on the service. These rates are therefore near final, but may change marginally in future publications, as figures will not be final until the services close.

The short to sustained job outcome rate at 29 March 2019 is calculated by dividing the total number of sustained job outcomes achieved by the total number of short job outcomes achieved. This rate is also therefore near final, but as above, may change marginally in future publications, as figures will not be final until the services close.

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

5. Work Able Scotland (WAS) background information

Data sources

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

The figures on those who join WAS ('starts') and achieve employment outcomes ('job outcomes') are derived from information recorded and maintained on CTS by service providers. CTS is an IT system which supports the administration of programmes such as WAS. The system facilitates the processing of payments to training providers and the effective recording and monitoring of individuals' information. Data from CTS up to 29 March 2019 was used to provide the numbers for this report.

Information collected by service providers

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

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

Methodology

Referrals

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

Starts

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

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

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

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

Employment outcomes

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

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

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

The start to short job outcome rate at 29 March 2019 is calculated by dividing the total number of short job outcomes achieved by the total number of starts recorded during the first 9 months of WAS (3 April to 29 December 2017). This is because participants are entitled to up to 12 months of support plus a maximum of 19 weeks to achieve a short job outcome (6 weeks, plus 13 weeks to claim).

The start to sustained job outcome rate at 29 March 2019 is calculated by dividing the total number of short job outcomes achieved by the total number of starts recorded during the first 3 months of WAS (3 April to 29 June 2017). This is because participants are entitled to up to 12 months of support plus a maximum of 56 weeks to achieve a sustained job

outcome (26 weeks, plus 30 weeks to claim). This rate will be updated in future publications as more people reach the maximum amount of time allowed for sustained job outcomes to be claimed.

6. Health & Work Support Pilot background information

Data sources

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

Methodology

Referrals

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