

# Scotland's Devolved Employment Services: statistical summary

<b>Contents:</b> .....	<b>1</b>
<b>Summary findings</b> .....	<b>2</b>
<b>Fair Start Scotland (FSS)</b> .....	<b>2</b>
<b>Health &amp; Work Support Pilot</b> .....	<b>11</b>
<b>Background Information</b> .....	<b>14</b>

Work First Scotland closed in July 2019, and Work Able Scotland closes in November 2019, so commentary on the services have been removed from publications. Statistics on both services are still available in the Excel tables (Tables 17 to 36) which accompany the publication. The last publication to contain commentary was published in May 2019<sup>1</sup>

### 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](#).

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<sup>1</sup> Scotland's Devolved Employment Services: Statistical Publication - May 2019 - [www.gov.scot/publications/scotlands-devolved-employment-services-statistical-summary-2/](http://www.gov.scot/publications/scotlands-devolved-employment-services-statistical-summary-2/)

## Summary findings

- 26,333 unemployed people were referred to Fair Start Scotland (FSS) in the first 18 months of the service, and 16,130 (61%) of those joined. The proportion of people joining from referrals made to FSS was lower when it launched (48% in the first quarter) but has increased since and was 65% in the most recent quarter<sup>2</sup>.
- 4,126 people started a job after joining FSS, of whom 2,080 had sustained employment for at least 13 weeks, 1,062 for at least 26 weeks and 276 for 52 weeks. There are lower numbers for longer job outcomes - many people have not been in the service long enough yet to achieve them.
- Almost everyone in the first quarter of starts (those joining FSS between launch to the end of June 2018) has had enough time to reach a 13 week job outcome. 22% have done so. So far, 72% of those reaching a 13 week job outcome have gone on to sustain employment for 26 weeks and 34% for 52 weeks. 52% of those who started left the service early, without completing the support offered or achieving a job outcome.
- FSS participants can have various barriers to work but their health is the most commonly mentioned barrier to returning to work<sup>3</sup>. Two in three people joining FSS reported a long-term health condition and half reported a disability. Mental health conditions were the most commonly reported (38% of all long-term health conditions). Compared with the profile of those joining, participants reporting no long-term health conditions or little limitation achieved higher proportions of job outcomes, whereas those reporting a lot of limitation achieved lower proportions of job outcomes.
- The Health & Work Support Pilot in Dundee and Fife has received 1,913 referrals since launch at the end of June 2018. Of these, 1,774 were enrolled in to NHS led case management support. In the most recent quarter, 432 people were referred and 417 of these subsequently enrolled. This represents a 6% decrease in referrals and a 2% decrease in enrolments from the last quarter.

## Fair Start Scotland (FSS)

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

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

Tables 1 to 16 in the accompanying Excel tables refer to FSS data. Table 16 provides all national totals (see Figure 1) at Local Authority (LA) level, mapped to FSS Delivery Area. Please use caution in interpreting data at lower levels of geography, as numbers are small in some instances. A range of factors contribute to variations in totals across LAs. Social research suggests factors include the local reputation of FSS staff, the prior roles of staff

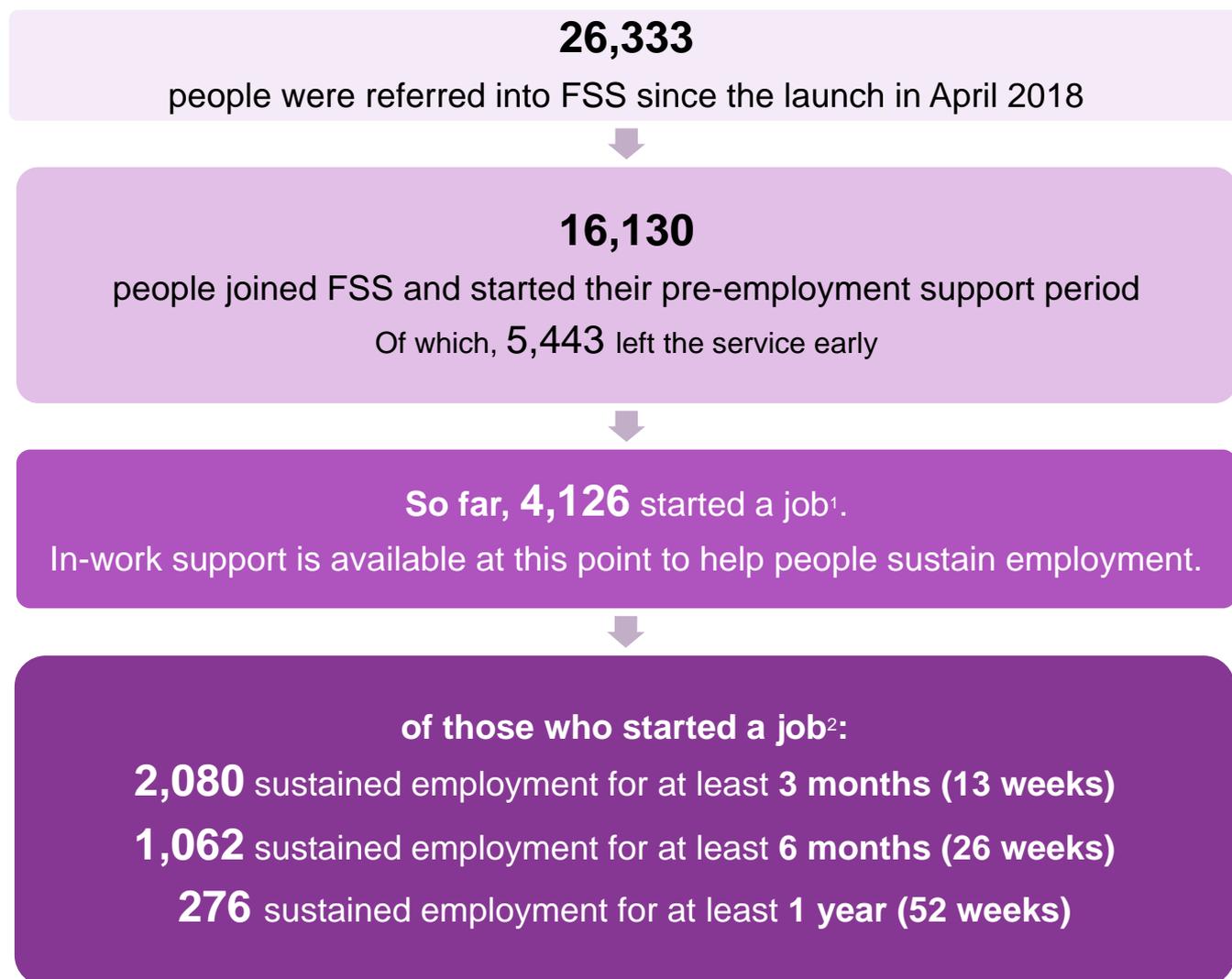
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<sup>2</sup> The proportion of people joining FSS will continue to increase for the most recent quarter because some individuals referred to the service will not have had enough time to join the service before the end of September 2019.

<sup>3</sup> 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/](http://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/)

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 opportunities<sup>4</sup>. Caveats that apply to national data also apply<sup>5</sup> to LA data.

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



Notes:

1. Participants are given 12 to 18 months of pre-employment support. They may start employment any time during this period, so not all job outcomes for the 16,130 FSS participants have happened yet.

2. Not everyone who started a job has had enough time to be counted in the 13, 26, or 52 week sustained job outcome figures

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

<sup>4</sup> 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/](http://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-local-area-case-studies-year-1-november-2019/)

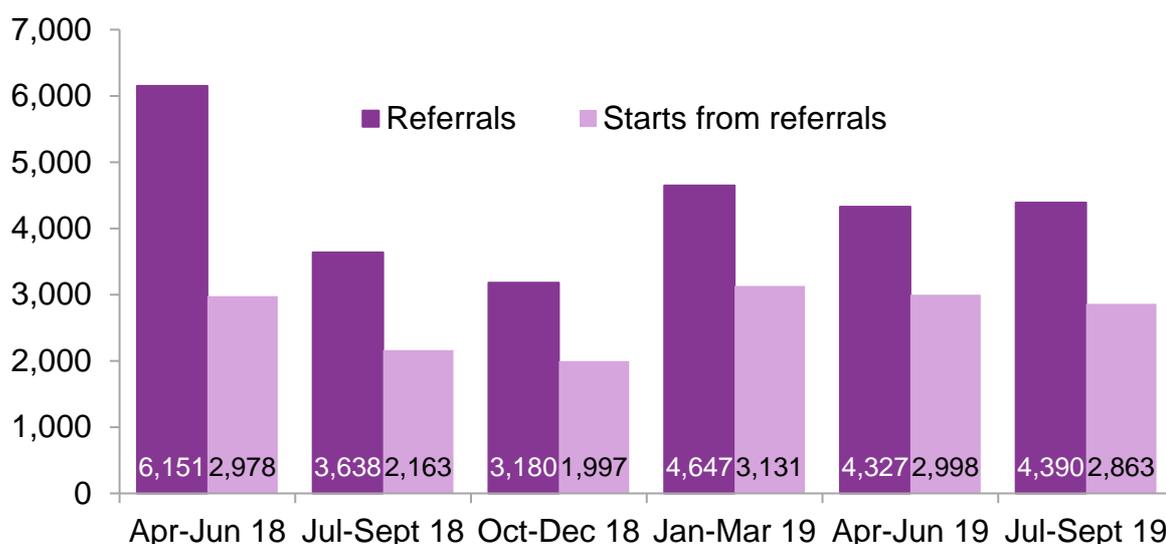
<sup>5</sup> Since participants start at different times throughout the lifetime of the service, some participants will not yet have had enough time to achieve job outcomes within a given reporting period.

26,333 people were referred to FSS between its launch and September 2019 and 61% (16,130) of those joined. Figure 2 shows the number of people who started on FSS, from the referrals made in each quarter.

The proportion of referrals joining the service increased since the start of operation. 48% of those referred in quarter 1 (April to June 2018) of the service started on FSS, rising to 69% in April to June 2019. In the most recent quarter (July to September 2019), 65% of people referred went on to start on FSS before the end of September.

People who were referred towards the end of the most recent quarter may not have had time to join the service by the end of the reporting period. This means that the overall start rate, as well as that for the most recent quarter, will be updated in the next publication.

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



Social research evaluating the first year of FSS (via a phone survey of FSS participants) cites the most common reason mentioned by participants for engaging with the service was that they thought 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%)<sup>6</sup>.

### How many people have left FSS early so far?

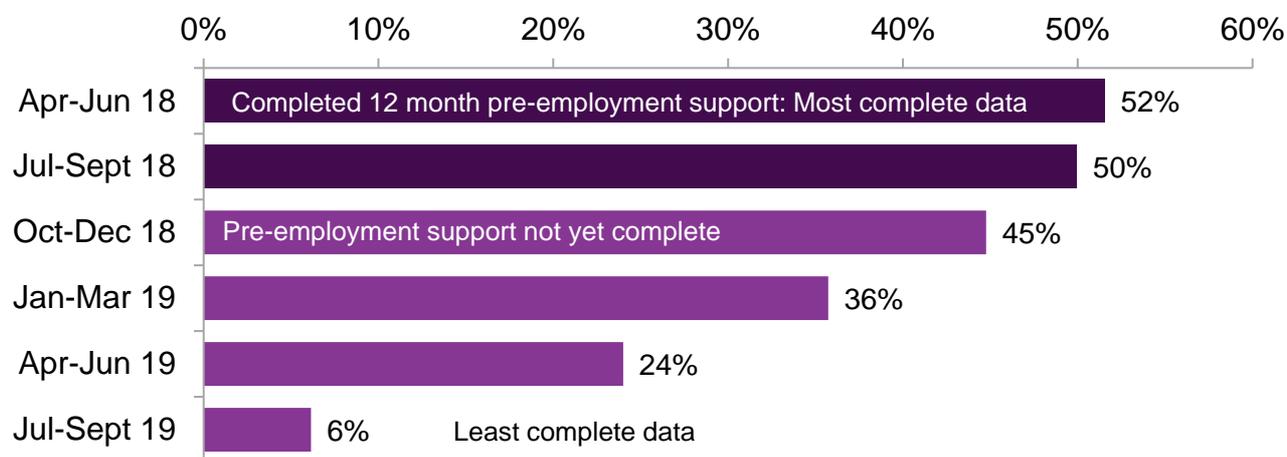
FSS is a voluntary service, so people are free to join or leave the service whenever they want. People may disengage from the service (sometimes with no specific reason cited) for a variety of reasons depending on individual circumstances. An early leaver is defined as someone who leaves FSS before the end of the pre-employment support period without having achieved a job outcome. The pre-employment support period usually lasts for up to 1 year. In some cases, it can last for longer than a year, but this is for a small group of participants.

Overall, 5,443 people (34% of those joining) have left FSS early. As with job outcomes, this number changes with time. Figure 3 shows the percentage is lower in more recent quarters. This is likely reflecting the fact that people in the most recent quarters have been on the service for less time – as time goes on we get a more complete picture of numbers

<sup>6</sup> 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/](http://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/)

staying in FSS or leaving early. The most complete early leaver data for starts relates to the first quarter, where most people (98%) have had time to complete their pre-employment support. Of those who joined within the first quarter, 52% left before the end of the pre-employment support period without achieving a job outcome.

**Figure 3: Percentage of FSS starts leaving early by start cohort, to end of September 2019**



### How many people entered and sustained employment so far?

A total of 4,126 FSS participants have started a job - on average taking three months after joining FSS.

FSS offers pre-employment support to help individuals move closer to work and find sustainable employment. The social research evaluation of the first year of FSS7 (via a phone survey of FSS participants) explored how the service affected an individual's motivation to find employment. It found that FSS had a positive effect on motivation to find employment for two thirds of participants (65%), with 41% reporting their motivation to find work had increased "a lot", 21% reporting their motivation levels had not changed and 10% reporting a decrease in motivation.

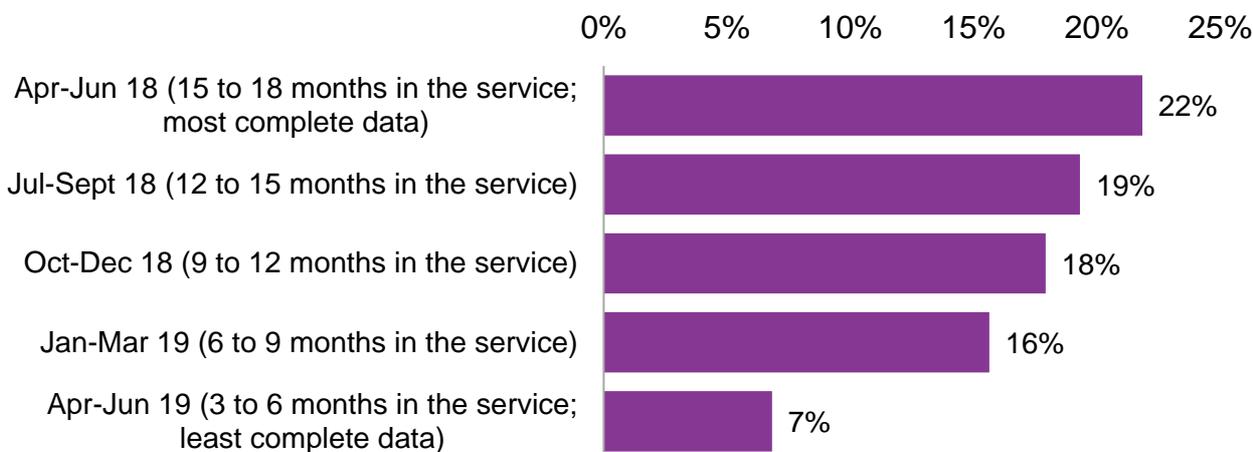
Of the 4,126 people who started jobs, 2,080 of those had sustained employment for at least 13 weeks, 1,062 had sustained employment for at least 26 weeks and 276 had sustained employment for at least 52 weeks. The average length of time taken to achieve a 13 week job outcome is currently around 6 months, and 9 months for a 26 week job outcome. However, there are large variations in the length of time taken to achieve job outcomes, as many factors influence both the path and pace of individual participant journeys.

Figure 4 shows that participants who started in the first quarter of FSS (and so have had most time on the service) have achieved the highest level of outcomes. All participants who started in the first quarter of the service (by the end of June 2018), except for the 2% of participants who are in extended pre-employment support, have had enough time for both completion of standard pre-employment support and for a 13 week job outcome to be achieved. This means that the rate of 22% of starts achieving a 13 week job outcome for April to June 2018 shown in Figure 4 is almost final. So far, for those starting on FSS in the

<sup>7</sup> 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/](http://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/)

first quarter of service, 72% of people sustaining employment for 13 weeks went on to sustain employment for 26 weeks and 34% for 52 weeks.

**Figure 4: FSS participants achieving 13-week job outcomes, as a percentage of those who joined, by start quarter**



### What do we know about the people who joined FSS and those who achieved job outcomes so far?

From social research reports<sup>8</sup>, we know that compared to the unemployed population of Scotland, FSS has a higher proportion of men and a lower proportion of women, a lower proportion of people from a minority ethnic background, a higher proportion of older participants, and a lower proportion of younger participants, and a higher proportion of people with a disability.

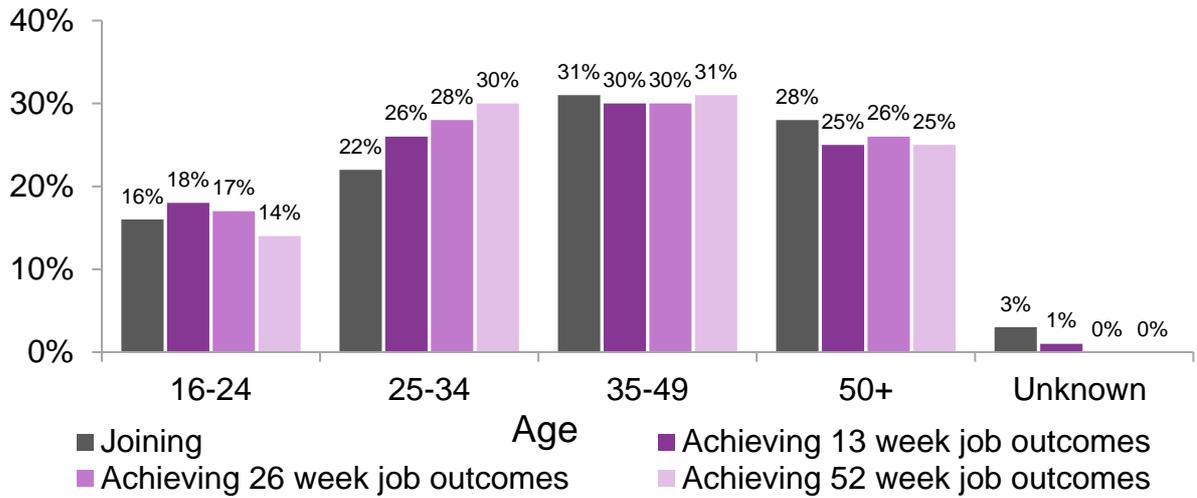
#### Gender<sup>9</sup> and age

- More men (64%; 10,290) than women (35%; 5,675) joined FSS. This is reflected in the profile of people achieving 13, 26 and 52 week outcomes (64% men, 36% women for each).
- The most common age group for people joining FSS was 35 to 49 (29%; 4,691), followed by 50+ (28%; 4,550). There were lower numbers for 25 to 34 (22%; 3,616) and 16 to 24 (18%; 2,833)
- Compared with the profile of those joining the service, job outcomes were higher for the 25 to 34 age group for both men and women. This age group made up 22% of women joining FSS, 26% of those achieving 13 week outcomes, 28% of 26 week outcomes, and 30% of 52 week outcomes (Figure 5). The same age group made up 22% of men joining FSS, 25% of those achieving 13 week outcomes, 25% of 26 week outcomes, and 27% of 52 week outcomes (Figure 6).
- Compared with the profile of those joining the service, job outcomes were lower for the 50+ age group for both men and women. This age group made up 28% of women joining FSS but only 25-26% of those achieving job outcomes (Figure 5). The same age group made up 29% of men joining FSS but only 25-26% of those achieving job outcomes (Figure 6).
- The 16 to 24 and 35 to 49 age groups both achieved levels of job outcomes similar with the profile of those joining the service, for both men and women (Figures 5 and 6).

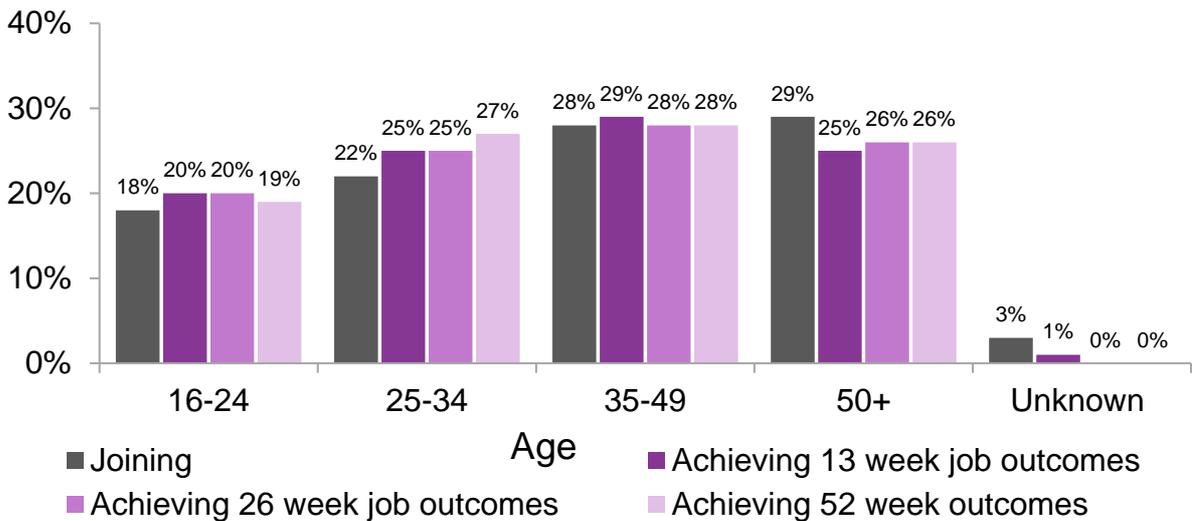
<sup>8</sup> Fair Start Scotland evaluation report 2: overview of year one - November 2019  
[www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/](http://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-overview-year-1-november-2019/)

<sup>9</sup> 1% unknown gender

**Figure 5: Age of females joining FSS and achieving 13, 26 and 52 week outcomes, to end of September 2019**



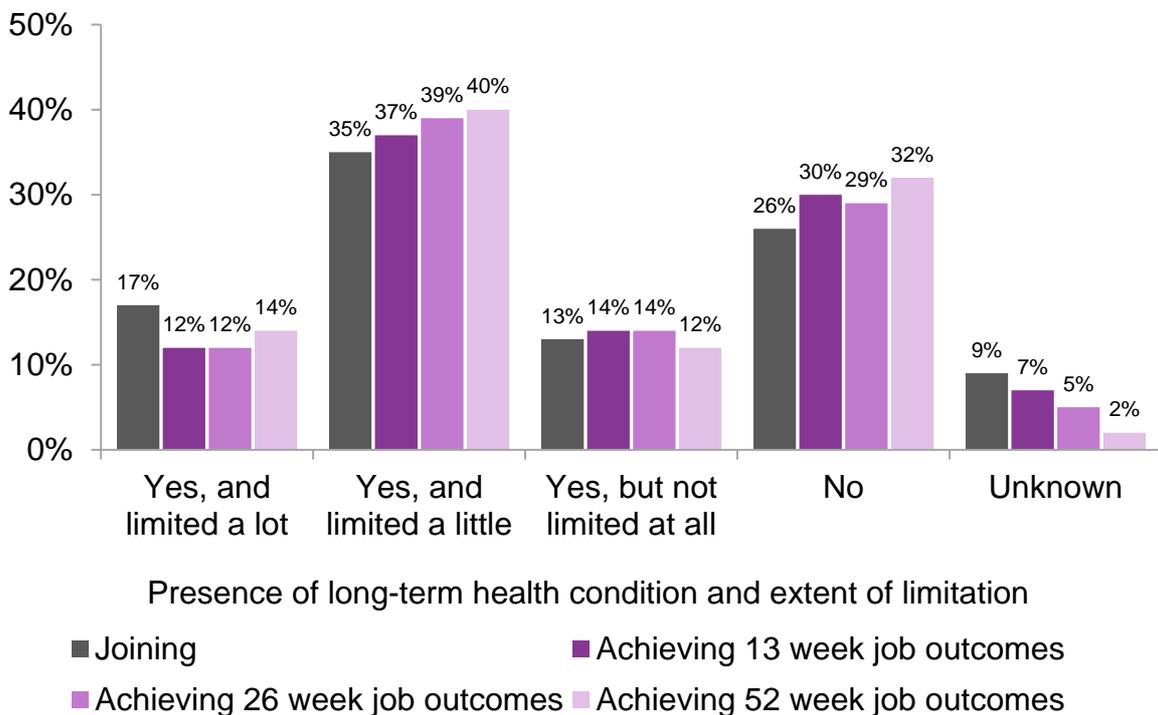
**Figure 6: Age of males joining FSS and achieving 13, 26 and 52 week outcomes, to end of September 2019**



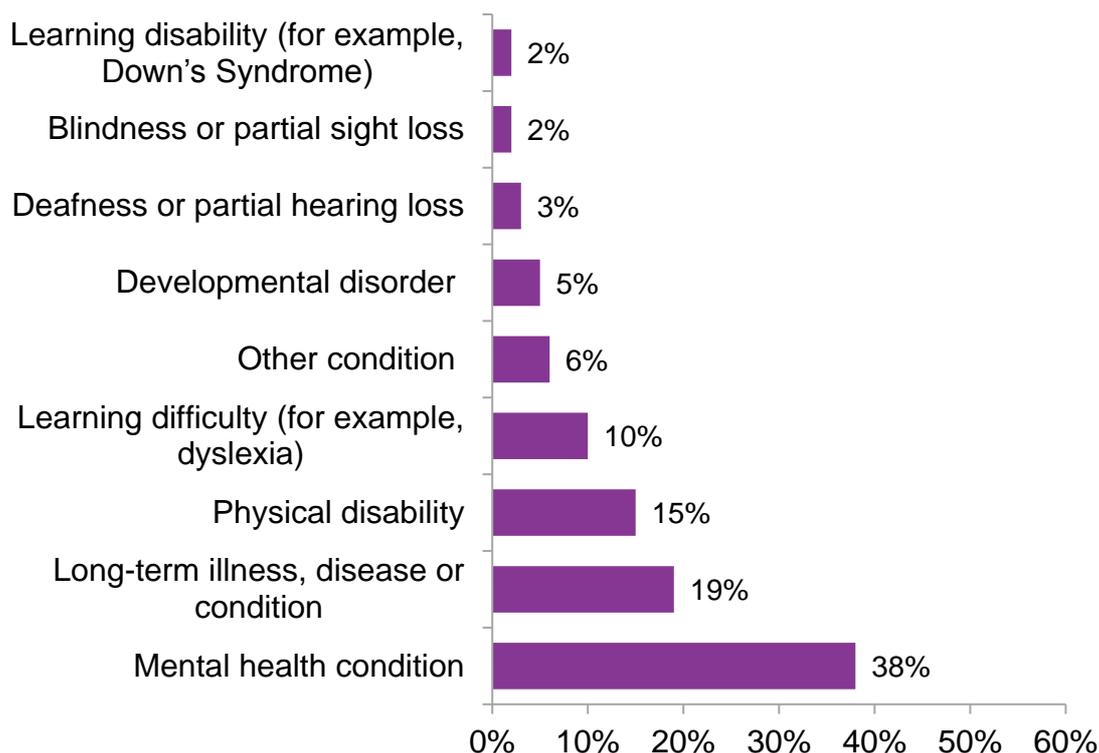
## Health and disability

- 66% of those joining FSS reported having 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 that 52% of people joining FSS (8,407 out of 16,130) reported having a disability.
- The proportions of job outcomes achieved differ slightly compared to the profile of those joining the service, in relation to health and/or disability status, as shown in Figure 7.
- Figure 7 shows that 26% of people joining FSS reported no long-term health condition, but 29% to 32% of the job outcomes were reported for that group. Conversely, 17% of those joining FSS reported being limited a lot by long-term health conditions, but only 12% to 14% of job outcomes were reported by this group.
- The most common long-term health condition reported was mental health (38% of long-term health conditions; Figure 8).
- 55% of those with long-term health problems or disabilities reported one health condition, with 14% reporting two or more (Figure 9).
- Job outcomes for those reporting specific long-term health conditions and by number of health conditions can be found in the accompanying Excel tables.

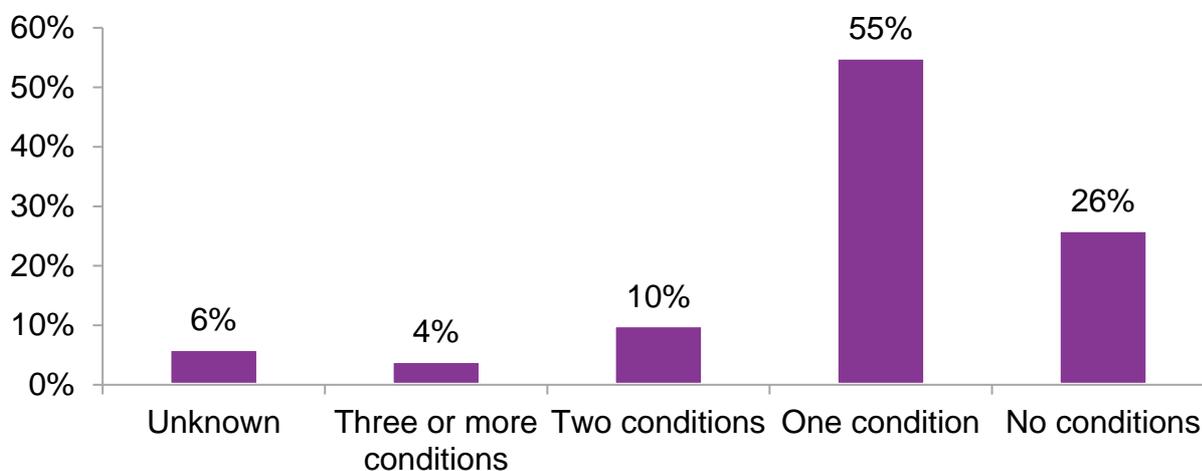
**Figure 7: Long-term health conditions and extent of limitation reported by those joining FSS and achieving 13, 26 and 52 week job outcomes, to end of September 2019**



**Figure 8: Long-term health conditions reported by those joining FSS, to end of September 2019**



**Figure 9: Number of long-term health conditions reported by those joining FSS, to end of September 2019**



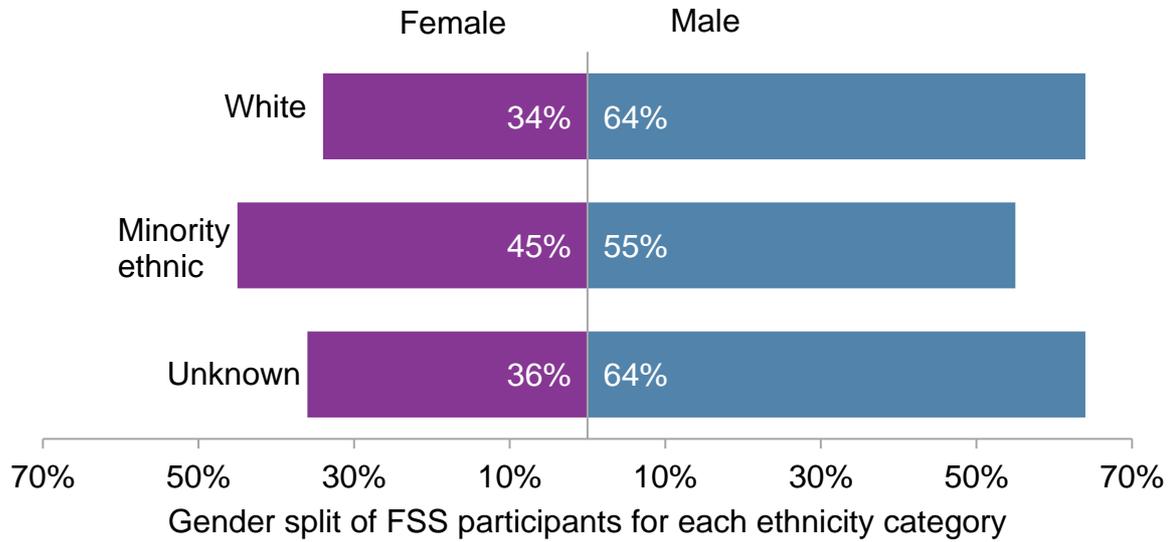
**Ethnic group**

- 4% of people joining FSS reported being from minority ethnic groups<sup>10</sup> (73% were white; 23% were unknown). The ethnic group profile of participants achieving 13 week (4% minority ethnic; 79% white), 26 week (4% minority ethnic; 83% white), and 52 week (5% minority ethnic; 79% white) job outcomes is similar to the ethnic group profile of those joining the service.

<sup>10</sup> 'Minority ethnic' includes Mixed or multiple ethnic groups, Asian, Asian Scottish or Asian British, African, Caribbean or black and Other ethnic groups.

- Of all minority ethnic participants, 45% were women and 55% were men, compared to 34% and 64% respectively of white participants (Figure 10).
- The age groups with the highest proportion of minority ethnic participants are 25 to 34 and 35 to 49, with 6% for each age group. The lowest proportion is in the 50 plus group, with 2%

**Figure 10: Ethnic group and gender of those joining FSS, to end of September 2019**



# Health & Work Support Pilot

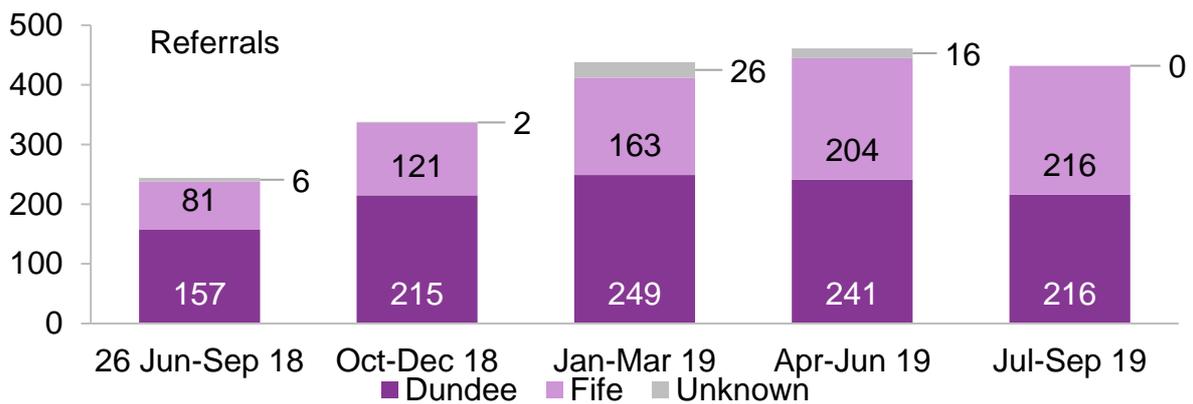
The Health & Work Support pilot streamlines existing health and employability services offering support to those in work by providing a single point of contact for those at risk of falling out of work or who have recently left work due to ill health. The service offers NHS delivered case management support 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 37 to 46 in the accompanying Excel tables refer to the pilot data.

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

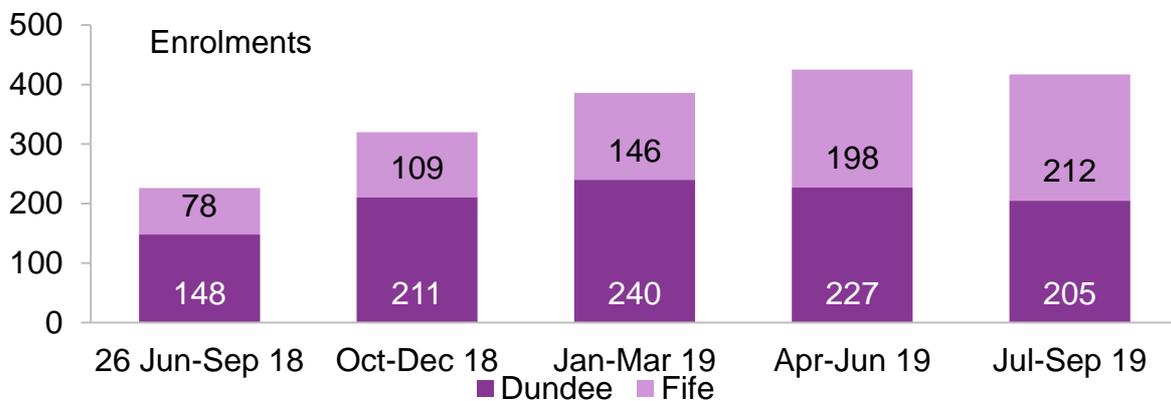
There have been 1,913 referrals to the pilot from its launch to the end of September 2019. Of these, 1,774 were enrolled in to case management within the same period. 1031 (58%) of these enrolments were in Dundee and 743 (42%) were in Fife.

In the most recent quarter (July to September 2019), 432 people were referred and 417 of these subsequently enrolled. This is a 6% decrease in referrals and a 2% decrease in enrolments from the previous quarter. The number of enrolments may increase as people who are referred during the last quarter may still enrol in to the service after the end of September.

**Figure 11: Health & Work Support referrals, to end of September 2019<sup>11</sup>**



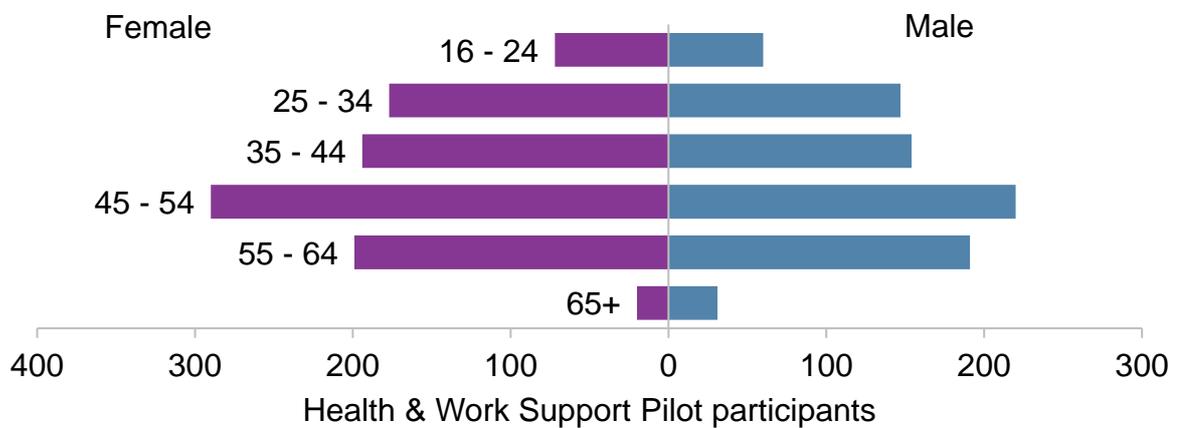
**Figure 12: Health & Work Support enrolments, to end of September 2019<sup>8</sup>**



<sup>11</sup> The first quarter starts on 26 June 2018, when the pilot launched

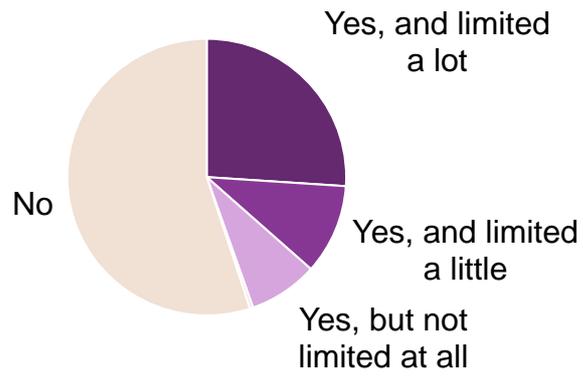
- An additional 40 people were offered light touch support between January and June 2019, of which 12 were in Dundee and 28 in Fife. Light touch support is offered when people are referred but fall outside of the enrolment criteria. This information is reported every six months as the numbers are small.
- Most people enrolled into the case management services were employed (88%), with 12% being recently unemployed (up to 6 months).
- More females (54%) than males (45%) joined the service. There was a higher proportion of females in all age groups apart from 65+. (Figure 13)

**Figure 13: Age and gender of Health & Work Support enrolments, to end of September 2019**



- Most users (57%) heard about the service from a GP, 10% from other health professionals, 11% from Jobcentre Plus, 11% from their employer, and 11% from other sources including advertising and word of mouth.
- Less than half of users (41%) reported a long-term health condition. Of these, 81% were either 'limited a lot' or 'limited a little' in their ability to carry out day-to-day activities. This means 33% of participants (587 out of 1774) reported having a disability. (Figure 14)
- The most common long-term health conditions reported are musculoskeletal conditions (e.g. back pain; 59%), followed by mental health conditions (28%). 9% reported other types of health conditions, and for 4% of participants health condition is unknown.

**Figure 14: Long-term health conditions and extent of limitation, Health & Work Support enrolments, to end of September 2019**



**Notes:**

1. Less than 1% are unknown and therefore are too small to be showing in this chart

# 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.** This publication reports on all referrals and starts from 13 March 2018 to the end of the most recent quarter (30 September 2019). 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 is scheduled to run for 2 years. This publication reports on referrals and enrolments from the first quarter (26 June to 30 September 2018) to the end of the most recent quarter (1 July to 30 September 2019). The numbers of participants accessing light touch support is low, so these are reported every six months rather than quarterly, to reduce disclosure risk.

### 2b. Reporting differences

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

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

### Data sources

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

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

The statistics in this release are based on figures extracted from SETS on 21 October 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 30 September 2019.

## **Methodology**

### **Referral**

The referral numbers published in this release are net figures, which excludes 646 rejected referrals. The vast majority of these were duplicates.

### **Starts**

The 'start rate' i.e. the percentage of people who joined FSS starts is calculated by dividing the total number of starts by the total number of referrals within the period 13 March 2018 to 30 September 2019. People who were referred towards the end of the period, particularly in September 2019, may not have had time to join the service by the end of the month, so the overall start rate, and that for the most recent quarter will be updated in the next publication.

### **Early leavers**

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

### **Job starts**

When an individual progresses into work, service providers record a 'job start' for the individual on SETS. An individual can enter employment more than once; however the figures in this publication are for the individual's first recorded job only. The number of job starts is therefore equal to the number of people who had entered employment. All figures are up to 30 September 2019.

### **Employment outcomes**

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

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

### **Data quality**

Some inconsistencies in responses to the questions on long-term health conditions and disability, as reported by service providers, were identified and amended as follows:

Of those participants who responded 'No' to the question asking whether respondents had a physical or mental health condition lasting, or expected to last 12 months or more:

- 1646 participants answered the second question on extent of limitation (25 yes, a lot; 182 yes, a little; 1,439 not at all). These responses were excluded from the totals.
- 191 participants reported one or more long-term health condition (211 conditions in total were recorded). These conditions have been excluded from the count of long-term health conditions.

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

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

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

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

### **Data sources**

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

### **Methodology**

#### **Referrals**

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

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

#### **Enrolments**

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

#### **Health conditions**

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

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