



## ECONOMY AND LABOUR MARKET

# Scotland's Devolved Employment Services: statistical summary

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## Summary findings

- 30,348 people were referred to Fair Start Scotland (FSS) in the first 21 months (1.75 years) of the service, and 19,003 of those joined. The proportion of people referred who started FSS support has increased over time from 48% in April to June 2018 (quarter one of FSS) to 70% in July to September 2019<sup>1</sup>.
- 5,133 people started a job after joining FSS, of whom 2,808 had sustained employment for at least 3 months (13 weeks), 1,620 for at least 6 months (26 weeks) and 509 for 12 months (52 weeks). There are lower numbers for 6 and 12 month job outcomes, in part because not enough time has passed to reach the time related job outcome for all the people starting FSS.
- It is too early to determine the proportion of people who will gain or sustain employment for the majority of people starting FSS, but it is possible for quarter one of starts<sup>2</sup>. Most people who joined in quarter one did not enter sustained employment: 32% started a job, 22% sustained employment for 3 months, and 17% sustained employment for 6 months.
- However, for quarter one, most people who started a job did sustain it: 69% of people starting jobs went on to sustain employment for 3 months, and 77% of the people who sustained employment for 3 months went on to reach 6 months.
- 52% of people starting in quarter one of FSS left the service early (without completing the support offered or achieving a job outcome). Similar proportions are seen in quarter two of FSS. These time periods are focused on as they have the most complete data.
- People starting FSS may have various barriers to finding work but health and disability are the most commonly reported<sup>3</sup>. 66% of people starting FSS reported a long-term health condition and 51% reported being disabled. Mental health conditions were the most commonly reported, accounting for 39% of all long-term health conditions. People reporting no long-term health conditions or who were 'limited a little' by their condition achieved higher proportions of job outcomes. Conversely, those reporting that they were 'limited a lot' achieved lower proportions of job outcomes.
- The Health & Work Support Pilot in Dundee and Fife has received 2,303 referrals and 2,124 enrolments since 26 June 2018. This is an 18% decrease in referrals and enrolments from the quarter before.

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<sup>1</sup> The start rate for the most recent quarter is not highlighted as some individuals referred to the service within the most recent quarter (October - December 2019) will not have had enough time to join the service before the end of December 2019.

<sup>2</sup> Not enough time has passed to report final figures for people sustaining employment for 12 months.

<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/)

# Introduction

This publication covers statistics for two services run by the Scottish Government. At present this includes Fair Start Scotland (FSS) and the Health & Work Support pilot. This publication has previously reported on Work First Scotland (WFS) and Work Able Scotland (WAS). These services have now closed, and final statistics are available in the accompanying tables. Other services operate within Scotland, including those run by local authorities and third sector providers which are not included in this publication.

## 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, and help those people to reach sustained employment.

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

Tables 1 to 15 in the accompanying Excel tables refer to FSS data. Table 15 provides all national totals (see Figure 1) at Local Authority (LA) level, mapped to FSS Delivery Area. Caveats that apply to national data also apply to LA data.

Please use caution in interpreting data at lower levels of geography, as numbers are small in some instances and there are many factors contributing to variations in totals across LAs. The Scottish Government's evaluation of year 1 of FSS suggests factors include the local reputation of FSS staff, the prior roles of staff and the reputation of previous services, range of other existing services available in the area, relationship between FSS provider staff and JCP work coaches, and the range and scale of local job opportunities<sup>4</sup>.

### How many people joined FSS so far?

30,348 people were referred to FSS between its launch in April 2018 and December 2019. Figure 2 shows the number of people who started on FSS, from the referrals made in each quarter. The most recent quarter shows a slight drop in referrals compared with the previous quarter (9%) – this is likely to be a seasonal pattern, as the latest quarter contains December where numbers referred slow over the festive period. Looking at the annual change, the number of referrals in the latest quarter (October to December 2019) are 26% higher than the equivalent period in the previous year.

Out of those referred, 19,003 people went on to start FSS. The proportion of referrals starting the service has increased over time. 48% of those referred in quarter one of FSS (April to June 2018) started the service, rising to 70% in July to September 2019.

In the most recent quarter (October to December 2019), 66% of people referred went on to start on FSS before the end of December. People who were referred towards the end of

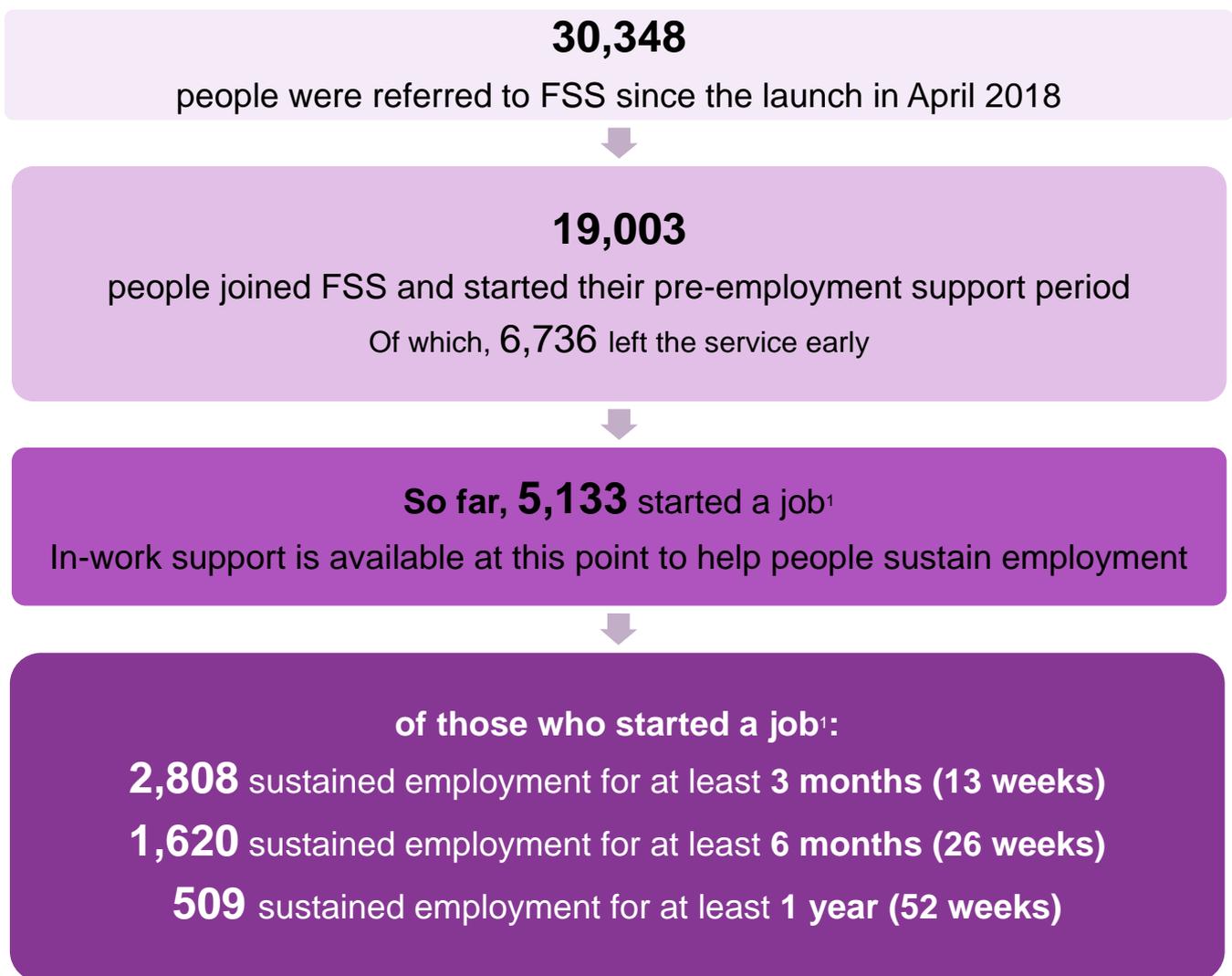
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<sup>4</sup> Fair Start Scotland evaluation report 2: local area case studies - November 2019  
[www.gov.scot/publications/fair-start-scotland-evaluation-report-2-local-area-case-studies-year-1-november-2019/](http://www.gov.scot/publications/fair-start-scotland-evaluation-report-2-local-area-case-studies-year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

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.

The Scottish Government's evaluation of year 1 of FSS<sup>5</sup> found that the most common reason mentioned by participants for engaging with the service is 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>.

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



Notes:

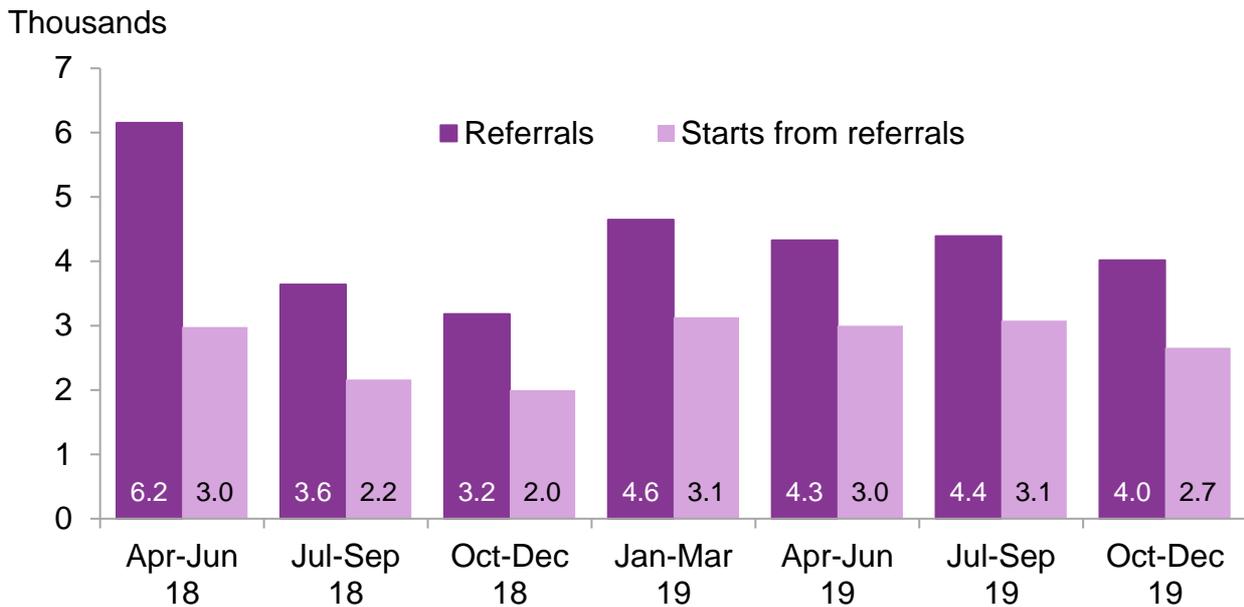
1. People joining FSS are given 12 to 18 months of pre-employment support. They may start employment any time during this period, so not all job outcomes for people joining FSS have been achieved yet. Furthermore, not everyone who started a job has had enough time to reach 3 months, 6 months, or 1 year in employment – we therefore advise not to calculate proportions of job outcomes based on the numbers presented in this figure.

<sup>5</sup> Data collected via a phone survey of people engaging with FSS

<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/)

**Figure 2: Quarterly referrals and starts on Fair Start Scotland (thousands), to end of December 2019**

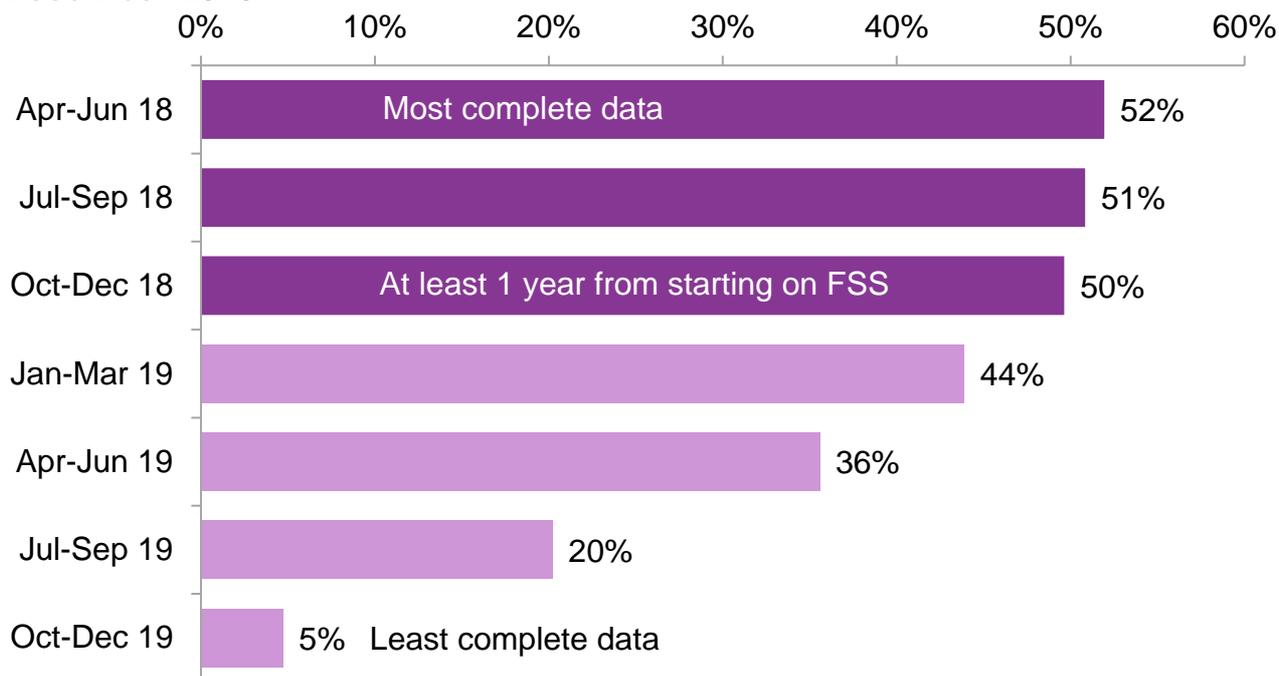


### How many have people left FSS early so far?

FSS is a voluntary service and people are free to join or leave the service whenever they want. People may disengage from the service for a variety of reasons depending on individual circumstances; sometimes with no specific reason cited. An ‘early leaver’ is defined as someone who leaves FSS before the end of the pre-employment support period 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, 6,736 people have left FSS early. As with job outcomes, this number changes with time. Figure 3 shows that 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 staying on FSS or leaving early. 52% of people starting in the first quarter of FSS left the service early (without completing the support offered or achieving a job outcome). Similar proportions are seen in the second quarter of FSS. These quarters are focused on as they have the most complete data.

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



Notes:

1. Up to 1 year of pre-employment support is offered to most participants, so the final percentage of people leaving early can only be accurately reported after one year has passed since they started on FSS.

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

A total of 5,133 people joining have started a job - on average taking three months to do so after joining FSS.

Of the 5,133 people who started jobs, 2,808 of those had sustained employment for at least 3 months (13 weeks), 1,620 were employed for at least 6 months (26 weeks) and 509 were employed for at least 12 months (52 weeks).

The average length of time taken to sustain employment for 3 months after joining FSS is currently around 6 months, 9 months to reach a 6 month job outcome, and 15 months to reach a 12 month 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 a person's journey with FSS.

Figure 4 shows the proportion of all people who have achieved 3, 6, and 12 months of sustained employment. Recent quarters show lower rates because people have had less time to achieve job outcomes. Figure 4 illustrates that it is too early to determine the proportion of people who will gain or sustain employment for the majority of people joining FSS.<sup>7</sup>

Whilst we can't yet report a stable outcome rate for all people who started FSS, 3 and 6 month outcomes for people who joined FSS in the first quarter are nearly<sup>8</sup> complete. Most

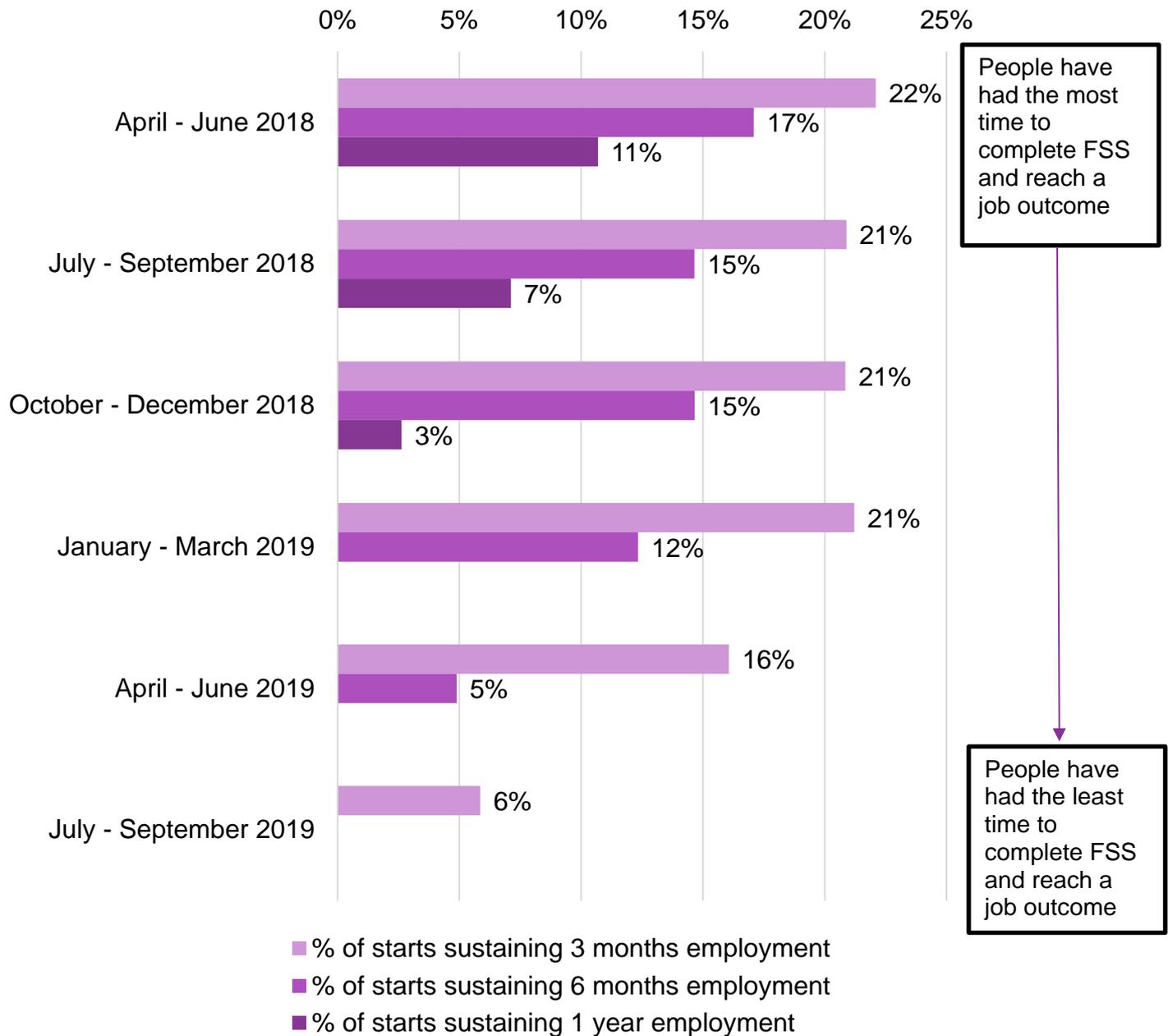
<sup>7</sup> These rates will be updated each publication until everyone has completed their pre-employment support and had enough time to be counted as sustaining employment for up to a year.

<sup>8</sup> 1% have not completed their pre-employment support period as their time has been extended past 12 months.

of these people did not enter sustained employment: 32% started a job, 22% sustained employment for 3 months, and 17% sustained employment for 6 months.

However, in quarter one, most people who started a job did sustain it: 69% of people starting jobs went on to sustain employment for 3 months, and 77% of the people who sustained employment for 3 months went on to sustain employment for 6 months.

**Figure 4: 3 month, 6 month and 1 year job outcomes, as a percentage of those who started FSS, by start quarter**



Notes:

1. Proportions are not shown for the most recent quarter as people have not had time to reach a sustained job outcome.

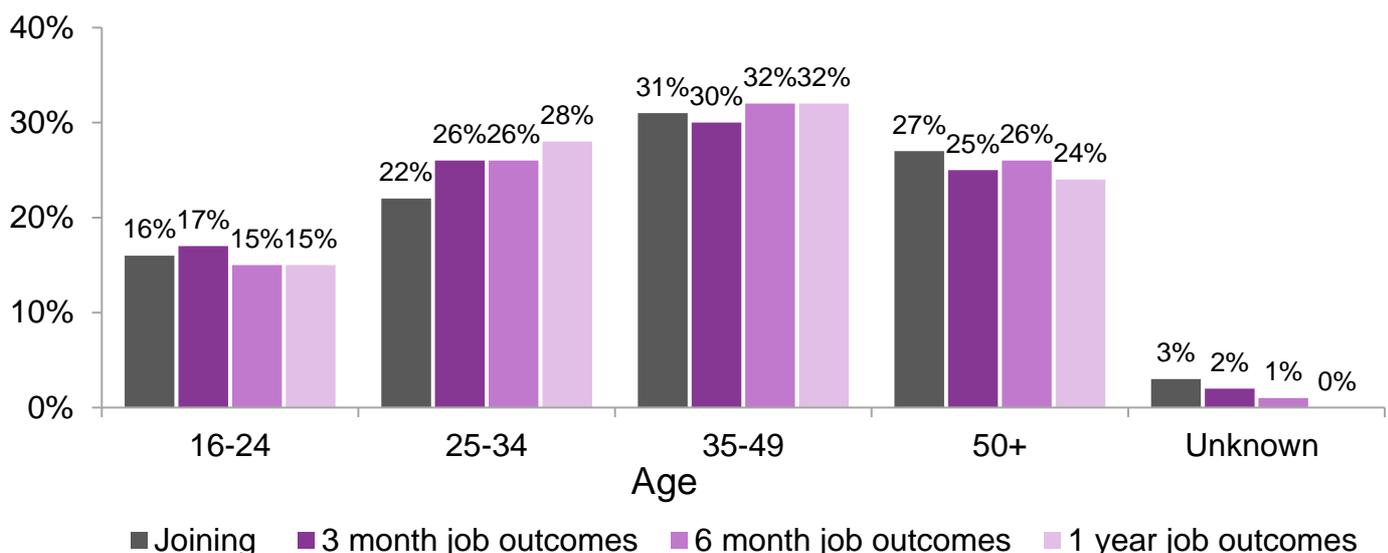
## What do we know about the people who joined FSS and those who achieved job outcomes so far?

From the Scottish Government’s evaluation of year 1 of FSS<sup>9</sup>, we know that compared to the unemployed population of Scotland, there is a higher proportion of men and a lower proportion of women in FSS. There is also a lower proportion of people from a minority ethnic background, a higher proportion of older people, a lower proportion of younger people, and a higher proportion of people with a disability in FSS. Not all unemployed people are eligible for FSS – the eligibility criteria and early entry groups are included in the annex of the evaluation.

### Gender<sup>10</sup> and age

- More men (64%; 12,187) than women (36%; 6,780) joined FSS. The proportions of each gender sustaining employment for 3, 6, and 12 months is similar to the proportion joining.
- There are differences<sup>11</sup> between the age profile of people joining FSS and sustaining employment. Compared to the age profile of people joining FSS there are
  - a higher proportion of women (Figure 5) and men (Figure 6) aged 25 to 34 sustaining employment for 3, 6, and 12 months and
  - a lower proportion of men aged 50+ sustaining employment for 3 and 6 months.

**Figure 5: Percentage of females by age joining FSS, and that sustain employment for 3, 6, and 12 months, to end of December 2019**



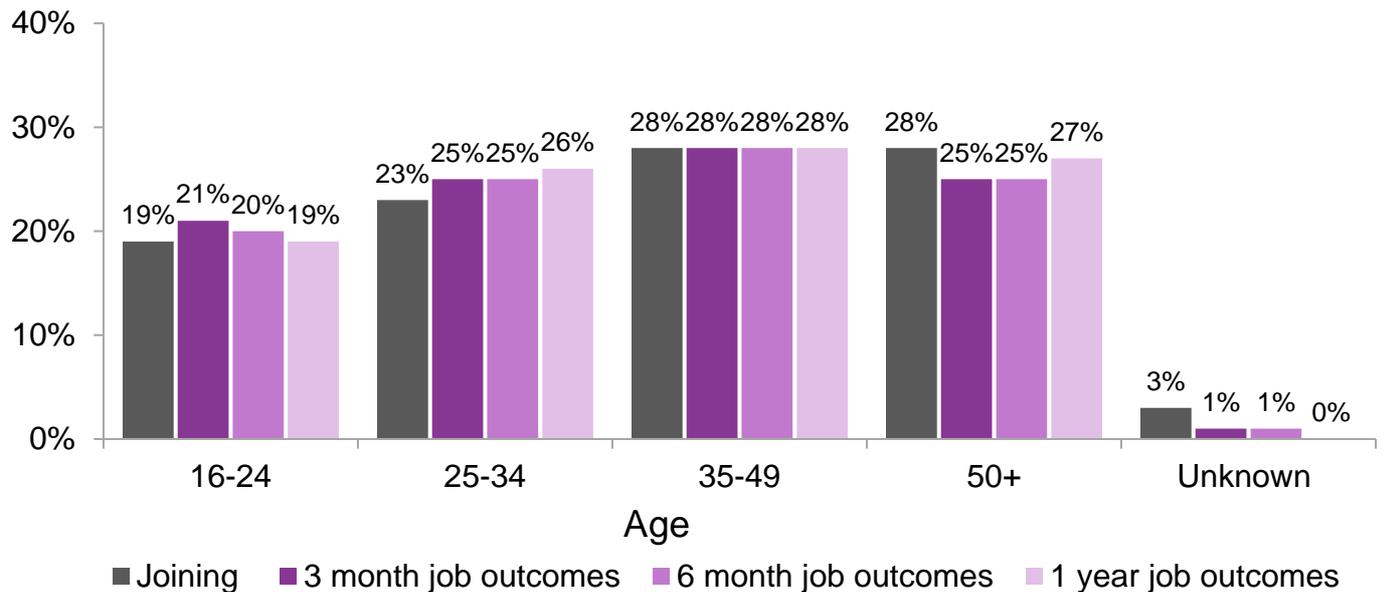
<sup>9</sup> Fair Start Scotland evaluation report 2: overview of year one - November 2019

[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>10</sup> 1% unknown gender

<sup>11</sup> A difference is highlighted if the profile of starts and outcomes differ by at least 3 percentage points.

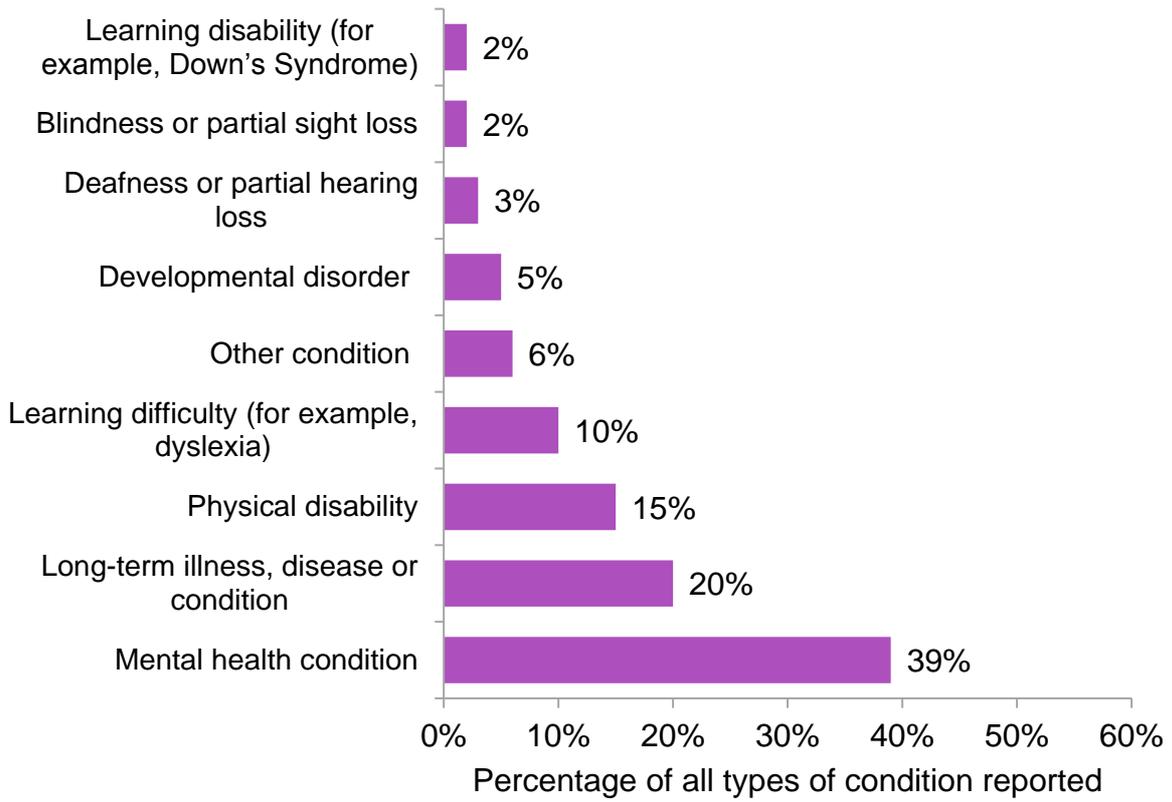
**Figure 6: Percentage of males by age joining FSS, and that sustain employment for 3, 6, and 12 months, to end of December 2019**



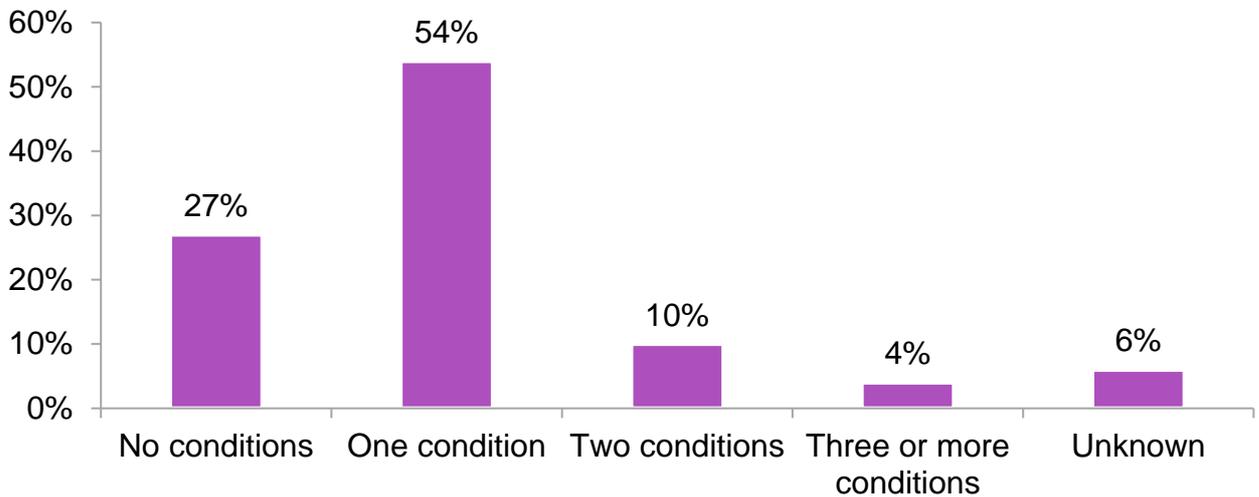
### Health and disability

- 66% of those joining FSS reported having a long-term health condition. The most common long-term health condition reported was mental health (39% of all long-term health conditions; Figure 7). 54% of people reported having one health condition, with 14% reporting two or more (Figure 8). Job outcomes by number and type of long-term health condition can be found in the accompanying Excel tables.
- 77% of people joining FSS who reported a long-term health condition were either 'limited a lot' or 'limited a little' in their ability to carry out day-to-day activities as a result. This means that 51% of everyone joining FSS (9,637 out of 19,003) reported being disabled by their long-term health condition.
- There are slight differences between the profile of people joining FSS and those sustaining employment in terms of health and disability. Considering the health and disability status of people joining FSS (see Figure 9) there is:
  - a higher proportion of people sustaining employment for 3, 6, and 12 months among those with no long-term health condition and
  - a lower proportion of people sustaining employment for 3, 6, and 12 months among those with a health condition that limits daily activities 'a lot'.

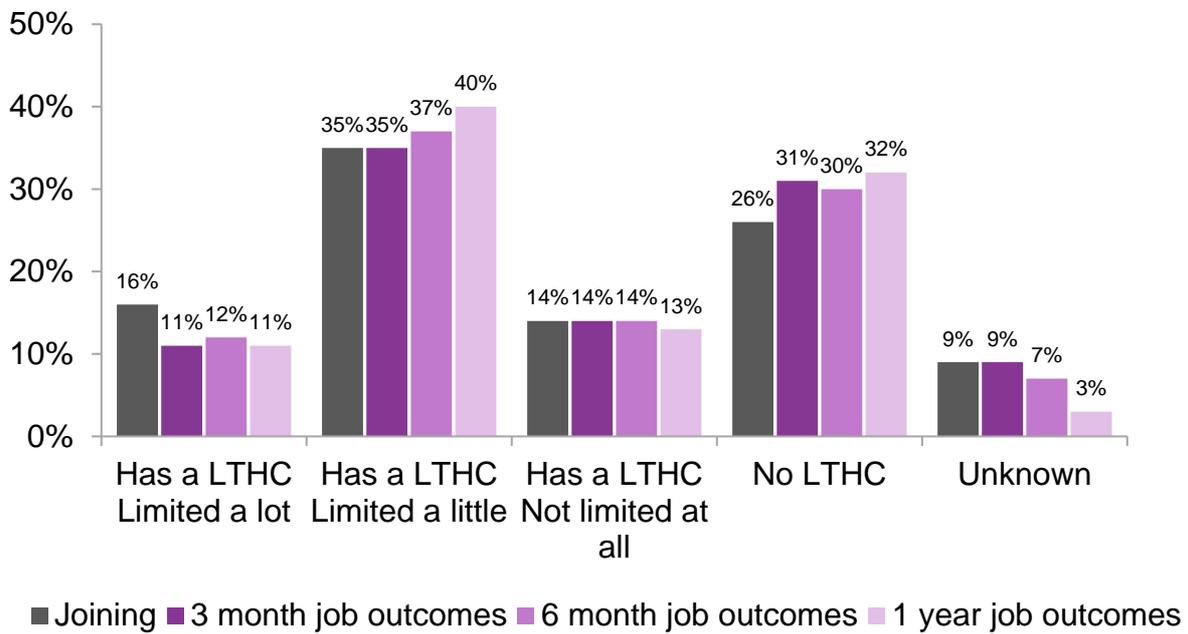
**Figure 7: Long-term health conditions reported by those joining FSS, to end of December 2019**



**Figure 8: Number of long-term health conditions reported by those joining FSS, to end of December 2019**



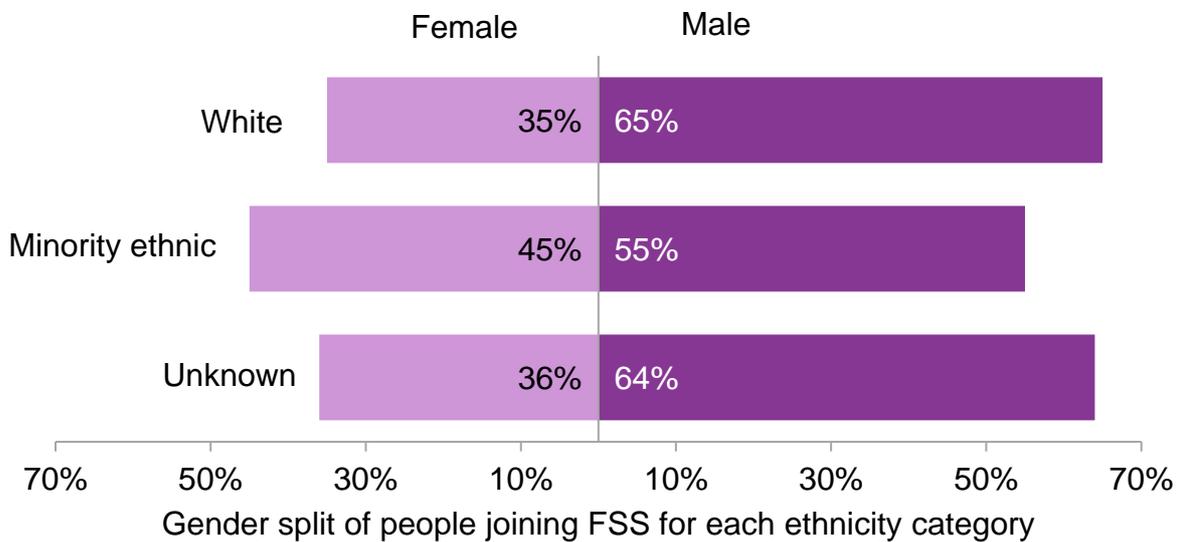
**Figure 9: Percentage of people with Long-Term Health Conditions (LTHC) and by extent of limitation among those joining FSS and that sustain employment for 3, 6, and 12 months, to end of December 2019**



### Minority ethnic groups<sup>12</sup>

- 5% of people joining FSS reported being from minority ethnic groups. Among all people sustaining employment for 3, 6, and 12 months, a similar percentage (4-5%) come from minority ethnic groups.
- The gender balance of minority ethnic people in FSS is different to people with a white ethnic background: 45% of people in minority ethnic groups joining FSS were women and 55% were men, compared to 35% and 65% respectively of white people joining FSS (Figure 10).
- The age groups with the highest proportion of people in minority ethnic groups are 25 to 34 (7%) and 35 to 49 (6%). The age group with the lowest proportion is 50 plus (3%).

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



<sup>12</sup> 'Minority ethnic' includes Mixed or multiple ethnic groups, Asian, Asian Scottish or Asian British, African, Caribbean or black and Other ethnic groups.

# Health & Work Support Pilot

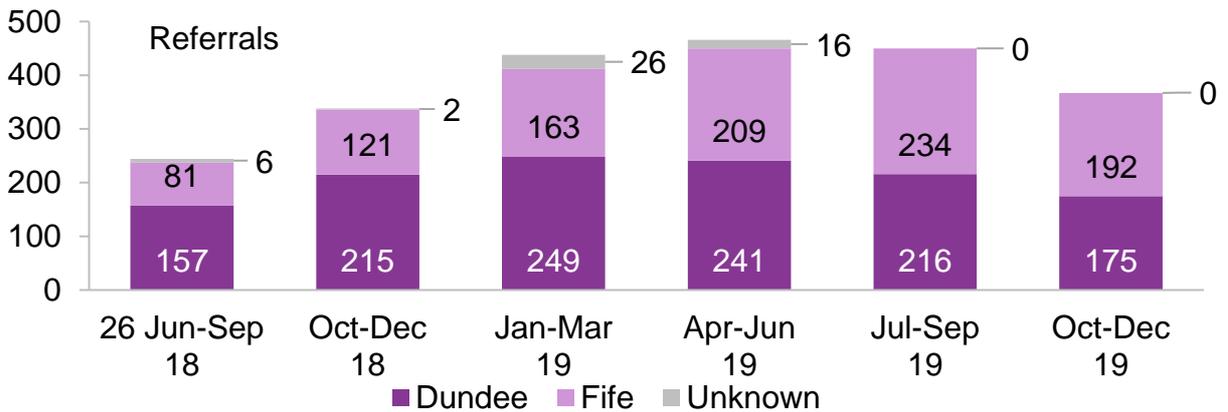
The Health & Work Support pilot operates in Dundee and Fife. It streamlines existing health and employability services, offering support to those in work by providing a single point of contact for those at risk of falling out of work or who are recently unemployed (up to 6 months) due to ill health. The service offers NHS delivered case management support, as well as offering specialist advice to individuals and employers. This 2-year pilot was launched on 26 June 2018. Tables 36 to 45 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 2,303 referrals to the pilot from its launch to the end of December 2019. Of these, 2,124 were enrolled into case management within the same period. 1,198 (56%) of these enrolments were in Dundee and 926 (44%) were in Fife.

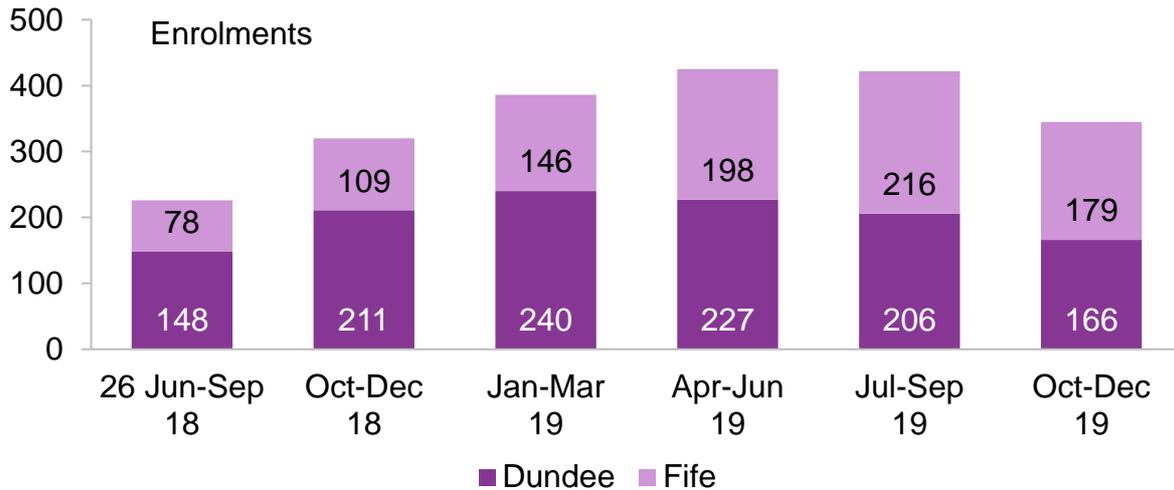
In the most recent quarter (October to December 2019), 367 people were referred and 345 of these subsequently enrolled. This is an 18% decrease in referrals and an 18% decrease in enrolments from the previous quarter. Some of this reduction is due to lower numbers of people enrolling in December during the festive period. The number of enrolments may increase as people who are referred during the last quarter may still enrol in the service after the end of December.

**Figure 11: Health & Work Support referrals, to end of December 2019<sup>13</sup>**



<sup>13</sup> The first quarter starts on 26 June 2018, when the pilot launched

**Figure 12: Health & Work Support enrolments, to end of December 2019<sup>13</sup>**

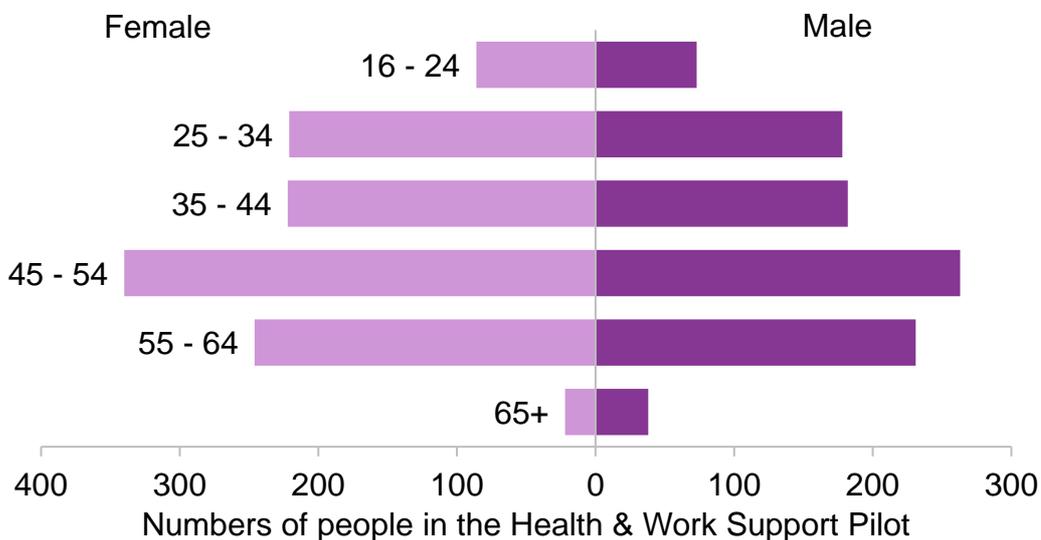


An additional 41 people were offered light touch support between July and December 2019, of which 14 were in Dundee and 27 in Fife. Light touch support is offered when people are referred but fall outside of the enrolment criteria. This information is reported every six months as the numbers are small.

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 December 2019**

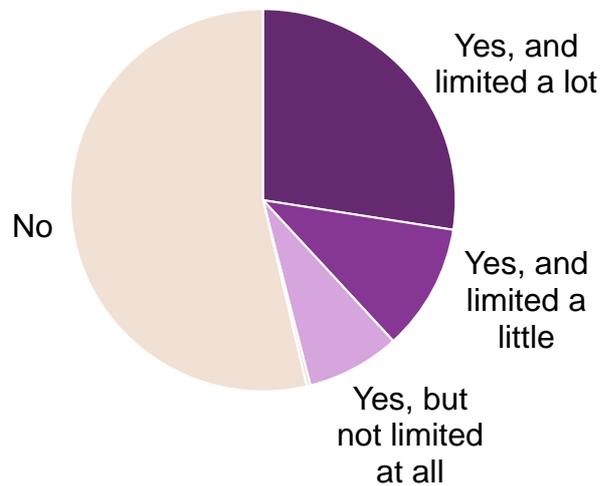


Most people (56%) heard about the service from a GP, 10% from other health professionals, 12% from Jobcentre Plus, 11% from their employer, and 11% from other sources including advertising and word of mouth.

Less than half of people (41%) reported a long-term health condition. Of these, 82% were either 'limited a lot' or 'limited a little' in their ability to carry out day-to-day activities (Figure 14). This means 34% of people (724 out of 2,124) reported being disabled. Many people using this service have a health condition which is not long term.

The most common health conditions reported are musculoskeletal conditions (e.g. back pain; 58%), followed by mental health conditions (30%). 9% reported other types of health conditions, and for 4% of people health condition is unknown.

**Figure 14: Long-term health conditions and extent of limitation, Health & Work Support enrolments, to end of December 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 (31 December 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 October to 31 December 2019). The numbers of people 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 15 January 2020.

#### Information provided by service providers

The statistics on age, gender, long-term health conditions, disability and ethnic group are derived from information collected by service providers when an individual joins FSS. Information is collected via a combination of face-to-face interviews and SG equalities monitoring forms, using SG recommended questions and published using related output classifications. The statistics in this release are based on returns for the period 13 March 2018 to 31 December 2019.

## **Methodology**

### **Referral**

The referral numbers published in this release are net figures, which excludes 816 rejected referrals. The vast majority of these were duplicates.

### **Starts**

The 'start rate' i.e. the percentage of people who joined FSS is calculated by dividing the number of starts by the number of referrals within a given period. People who were referred in the most recent quarter, particularly in December 2019, may not have had time to join the service by the end of the month. Because of this, the start rate for the most recent quarter should not be used for considering the overall performance of the service.

### **Early leavers**

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

### **Job starts**

When an individual progresses into work, service providers record a 'job start' for the individual on SETS. An individual can enter employment more than once; however the figures in this publication are for the individual's first recorded job only. The number of job starts is therefore equal to the number of people who had entered employment. All figures are up to 31 December 2019.

### **Employment outcomes**

A 3 month (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 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:

- 1,911 participants answered the second question on extent of limitation (37 yes, a lot; 204 yes, a little; 1,670 not at all). These responses were excluded from the totals.
- 248 people reported one or more long-term health condition (281 conditions in total were recorded). These conditions have been excluded from the count of long-term health conditions.

## **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 people 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.

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