

# Work Programme – Voluntary and Community Sector Organisations within the Work Programme

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## Background

This note provides information about the number of Work Programme Providers who are voluntary and community sector organisations. It gives the results of a one-off data collection exercise that was undertaken to assess the proportion of referrals within the supply chain that are being sent to them.

Work Programme was launched nationally from summer 2011. It is an integrated package of support providing personalised work-focused help for a wide range of customers. Both JSA and ESA customers will be eligible at various stages of their claims depending on their circumstances. The support is delivered by public, private and voluntary and community sector organisations (VCS), working as prime providers under contract to DWP. These organisations will tailor services to what works best for individual customers in helping them back in to sustained work. The prime providers have supply chains with whom they work to deliver their contracted obligations. These chains often contain some of the smaller market specialists dealing with specific issues. DWP has information regarding these supply chains across tier one and tier two of the chains. The voluntary and community sector are represented at all levels i.e. as prime providers and in tiers one and two of Prime Provider supply chains.

Prime providers who are VCS organisations are CDG and Rehab Job Fit.

The latest information regarding this can be found on the website at <http://www.dwp.gov.uk/docs/wp-supply-chains.pdf> it reflects updates and changes to the Work Programme supply chains published from the bid stage and is correct **as at 12 August 2011**. A summary of the percentages of VCS suppliers in tier 1 and tier 2 which deliver to prime providers can be found in the results section below.

Definitions of what these tiers incorporate vary from prime provider to prime provider, but often tier one involves delivering a specific element or elements of the service, such as job-broking. Tier two often involves work on a call-off basis, with no guarantees of volumes. There are additional suppliers beyond these tiers who are largely to be called on to deliver one-off, unique interventions in response to a particular participant's needs and circumstances. DWP fully anticipate that supply chains will be dynamic, with scope to flex and evolve to reflect change within the labour market and participant needs.

## Methodology

To understand the flows of referrals within supply chains particularly to voluntary and community sector organisations (VCS) within the Work Programme information was collected from each prime provider in a short one-off exercise.

## **Voluntary and Community Sector organisations within the Work Programme**

Information was gathered during November 2011 and relates to the flows to voluntary and community sector organisations within Work Programme contracting and supply chain structures, from the commencement of provision to the 17 November 2011. The start of provision dates varied from provider to provider but all were live by 4<sup>th</sup> July 2011.

Each prime provider keeps their own records of flows and the data came from their records. Flow is a term being used to describe how a prime provider or one of their tier one providers can refer (flow through their supply chain) a participant to a VCS in tier one or tier two of the supply chains, to access the agreed support provided by that VCS organisation. Two prime providers, CDG and Rehab Job Fit are also VCS and are therefore VCS involved at flow initiation. This rightly happens in different ways and to different degrees depending on the individual prime provider models and their agreements with their supply chain providers.

## **Results**

### **Work Programme supply chains**

An exercise carried out on 12th August 2011 shows that of the 852 total number of organisations from all sectors in the supply chain, just under 50% (423) of these are VCS suppliers. A quarter (108) of these are in the tier 1 supply chain and three quarters (315) in tier 2.

Information showing supply chains for tier 1 and tier 2 which deliver to prime providers is available on the internet at the following link:

<http://www.dwp.gov.uk/docs/wp-supply-chains.pdf>

### **One-off exercise to gather information on attachments referred to VCS**

The information gathered as part of the one-off exercise shows that as at 17<sup>th</sup> November 2011, 20% of all Work Programme attachments have been referred to the tier 1 and tier 2 Voluntary Sector Organisations.

The 20% figure is likely to be a significant underestimate of the amount of VCS involvement in the Work Programme. 20% is an estimate of the proportion of initial referrals going to VCS; as participants progress through the programme they will often be referred for specialist help to other VCS organisations in the supply chain.

Please note these figures are not official statistics. DWP will release official statistics on referrals and attachments in February 2012. See link for more information:

<http://research.dwp.gov.uk/asd/index.php?page=wp>