

Work Programme statistics: *Inclusion analysis*

27 June 2013

The Department for Work and Pensions (DWP) has published the second official performance statistics from the Work Programme. These show the number of job outcome payments made to providers between June 2011 and March 2013.

For the **second year of the Work Programme contract (April 2012 to March 2013)**, using DWP's contractual Minimum Performance Level, the performance was:

Minimum Performance Level	DWP Minimum Performance Level	Actual performance
JSA 18 to 24 participant group	33.0%	31.9%
JSA 25 and over participant group	27.5%	27.3%
New ESA claimants participant group	16.5%	5.3%
Three MPL groups combined	27.5%	24.9%

The Work Programme has **come close to achieving contractual minimums in its second year for the two main groups of Jobseeker's Allowance claimants, but significantly fallen short for Employment Support Allowance claimants.**

However, **DWP's Minimum Performance Level is flawed** because it can be affected by the numbers joining the programme rather than job outcomes.

Inclusion's preferred **Job Outcome Measure** is a more accurate reflection of success because it only looks at performance for those who could get a job outcome. On this measure performance was:

One-year job outcome measure	Estimated equivalent of DWP Minimum Performance Level	Actual performance
Three MPL participant groups combined	14%	9%
Estimated total programme	13%	10%

The Work Programme has not achieved the DWP Minimum Performance Level on the Job Outcome Measure.

One reason may be that the **economy is weaker than envisaged** when the Work Programme was commissioned. We estimate that this would depress actual performance by around 17%, bringing the total programme minimum benchmark down to **11%**. Even taking this into account, **the Work Programme is close to, but not yet achieving our estimate of DWP's minimum expectations.**

Job outcome performance has improved month on month since the programme began, and the sustainability of employment following a job outcome is in line with expectations.

Performance has been poorest for Employment and Support Allowance (formerly Incapacity Benefit) claimants. This is an indication that the Work Programme is beginning to work for the more employable but still struggling for the more disadvantaged.

Introduction

What statistics have been released?

DWP has published statistics from the beginning of the Work Programme in June 2011 to the end of March 2013. This is **a period of 22 months**, covering the first two contract years of the Work Programme.

The statistics give:

- The number of customer **referrals** to Work Programme providers, and the number that **actually started** on the programme.
- The number of **job outcome payments** that have been made to providers. These are paid after a customer has been in work for either three or six months.
- The number of **sustainment payments** to providers, and the number of individuals for whom at least one sustainment payment has been made. Sustainment payments are made for each four-week period a customer spends in work following a job outcome.

It is possible to analyse these statistics by each of the nine participant groups, localities, and participant characteristics.

DWP has also released information on job outcomes by the month when participants joined.

How is performance measured?

DWP's contractual measure of performance is a '**minimum performance level**' (MPL) for three key participant groups. For the second contractual year of the Work Programme (April 2012–March 2013) DWP's MPL is that:

- Job outcomes should be **33%** of referrals for the **JSA 18 to 24** group
- Job outcomes should be **27.5%** of referrals for the **JSA 25 and over** group
- Job outcomes should be **16.5%** of referrals for the **new ESA claimants** group.

Minimum Performance Levels for all contract years are provided in table 1, below.

Table 1: DWP Minimum Performance Levels

Customer participant group	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
JSA 18 to 24	5.5%	33.0%	44.0%	44.0%	44.0%	33.0%	11.0%
JSA 25 and over	5.5%	27.5%	33.0%	33.0%	33.0%	27.5%	5.5%
New ESA claimants	5.5%	16.5%	16.5%	16.5%	16.5%	11.0%	5.5%

Source: Work Programme Invitation to Tender, DWP.

The average Minimum Performance Level for these three customer groups in year two is 27.5%.

There are no contractual minimum standards for other customer groups; instead DWP provided illustrative benchmarks,¹ which we can use to set the standard it expects for the Work Programme as a whole. **We estimate that DWP's minimum performance expectation, for all participants, is that job outcomes should be a minimum of 22.5% of referrals over the period April 2012–March 2013.**

On top of this contractual benchmark, DWP also measures performance using its **business plan transparency measure**: the proportion of each monthly cohort of referrals for whom providers have achieved a job outcome payment within 12 months.

We have long argued that DWP's contractual measure is poor and should be replaced. For today's statistical release, **we believe that performance should be assessed using a one-year job outcome measure: the *average* proportion of customers achieving a job outcome within a year on the programme.** In future, when data is available, we recommend primarily using an overall job outcome measure (the proportion of people who achieve a job outcome at any time on the programme).

We estimate that **the equivalent of DWP's minimum performance level on our one-year job outcome measure is 13%.**

See [Inclusion's briefing paper on measuring Work Programme performance](#) for more information on how performance is, and ought to be, measured.

¹ No illustrative performance was ever published for payment group 8 – Income Support and Incapacity Benefit claimants – or payment group 9 – prison leavers claiming JSA. We have modelled minimum performance for these groups based on that for JSA customers with early access to the Work Programme (payment group 3).

The Work Programme as a whole

How many people are taking part?

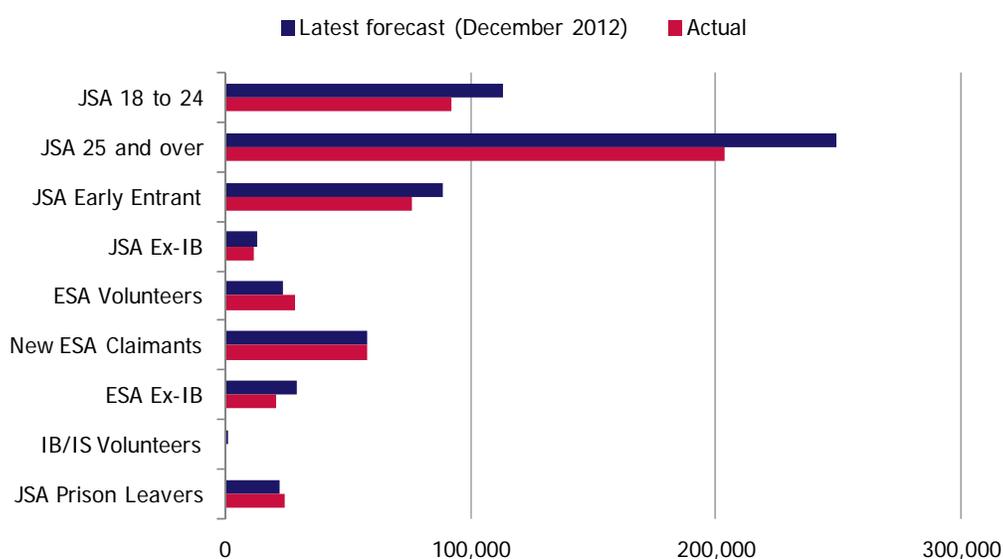
Up to the end of March 2013, 1.204 million people had been referred to the Work Programme, of which 1.161 million (96%) had started receiving support from providers.

Monthly referrals numbers have been steadily declining since the programme began, and were, on average, 37% lower during April 2012–March 2013 than in the first year of the programme.

This decrease reflects declining numbers of people claiming benefits and flowing through to programme eligibility, and the fact that the stock of participants on predecessor programmes was transferred to the Work Programme during year one.

As, shown on figure 1, referrals in year two were below the latest forecasts for the JSA participant groups, but more or less in line for the groups claiming (or previously claiming) health-related benefits. Participants claiming Jobseeker's Allowance still made up 79% of those referred to the Work Programme in year two.

Figure 1: Work Programme referrals by participant group – forecasts compared to actual, year two (April 2012–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

In contrast to year two, referrals to the programme in year one were higher than original forecasts. This means that overall, since the start of the

programme to the end of year two, total referrals were almost exactly in line with what was originally forecast by DWP in the Invitation to Tender (ITT).

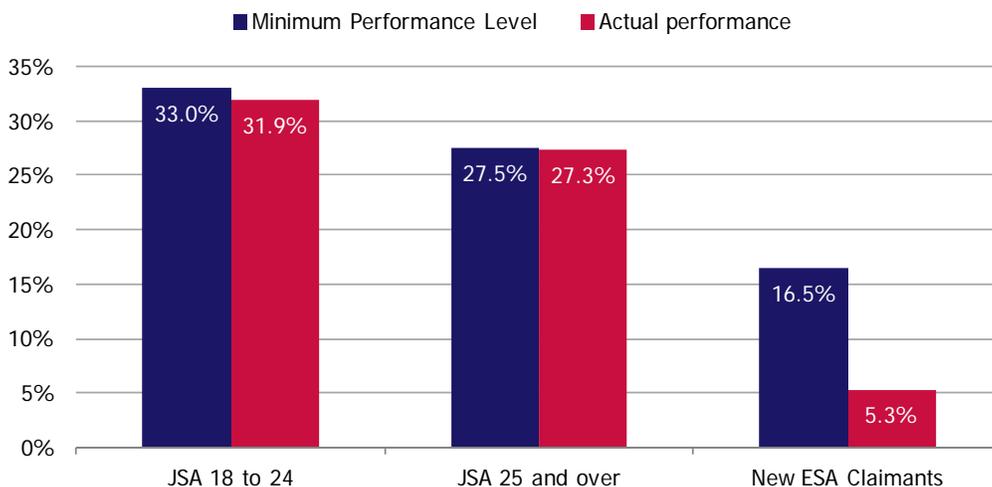
How many job outcomes have there been?

From the beginning of the programme to the end of March 2013, 132,000 job outcome payments have been made to providers. 123,000 of these (93%) were achieved in year two of the programme – these are the job outcomes that are used in the calculation of DWP’s minimum performance level.

Has DWP’s Minimum Performance Level been met?

Figure 2, below, shows performance against DWP’s contractual measure. It shows that **providers have got close to achieving contractual minimums in their second year of delivering the Work Programme for mainstream jobseekers, but significantly fallen short for Employment Support Allowance claimants.**

Figure 2: DWP year two Minimum Performance Level compared to actual performance, by MPL participant group (April 2012–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

Average performance against minimums across participant groups (although not in themselves part of DWP’s contractual expectations) is as follows:

- **Job outcomes were 24.9% of referrals for these three key participant groups** captured by the MPL during year two, against an estimated DWP minimum benchmark of 27.5%.

- For all participant groups, job outcomes were 23.8% of referrals during year two, against an estimated DWP MPL of 22.5%.

[Our briefing paper on measuring Work Programme performance](#) set out that because the Minimum Performance Level comes from dividing job outcomes in one year by referrals in that year, it is **very sensitive to changes in the level of referrals** as well as changes in job outcomes. We previously predicted that changes in referral patterns mean that the performance would need to be about 10% higher than the MPL be in line with performance DWP expected at the time the MPL was set.

Referral statistics show that performance would need to be 30% higher than the MPL for JSA to be in line with DWP’s original performance expectations.

For the ‘New ESA Claimants’ group, performance would need to be 20% lower than the MPL.

However, the MPL should **not be adjusted** by these percentages. They are purely an indication of the extent to which the MPL is subject to unplanned variations.

An explanation of how referral numbers drive the MPL in this way is provided in the box below.

How referral numbers have affected the minimum performance level

The MPL for contract year two is calculated by dividing the number of job outcomes in a year by the number of referrals in that same year:

$$\text{DWP MPL} = \frac{\text{Total job outcomes over 12 months}}{\text{Total referrals over the same 12 months}}$$

Taking the ‘JSA 25 and over’ customer group as an example:

- Referrals to the Work Programme in contract year one were 10% higher than what was expected when it was commissioned and when the MPL was set.² Some of these customers will have achieved job outcomes during contract year two (driving up the number at the top of the MPL calculation).

² This figure accounts for the fact that the programme started two months later than DWP expected it to when it set the MPL.

- Referrals to the Work Programme in contract year two were 25% lower than what was expected when the MPL was set. This reduces the number at the bottom of the MPL calculation (the denominator).

We have modelled these impacts of these two factors combined, with no change to the actual proportion of participants achieving job outcomes overall. The result is a statistical increase in the year two MPL for the 'JSA 25 and over' participant group of 30%.

For this and other reasons, we have argued that the MPL is a poor way of capturing performance, which we think is much better assessed using our one-year job outcome measure.

Has *Inclusion's* one-year job outcome measure been met?

For **all participants** who were referred to the Work Programme between June 2011 and March 2012, **10% had achieved a job outcome within a year** on the programme.

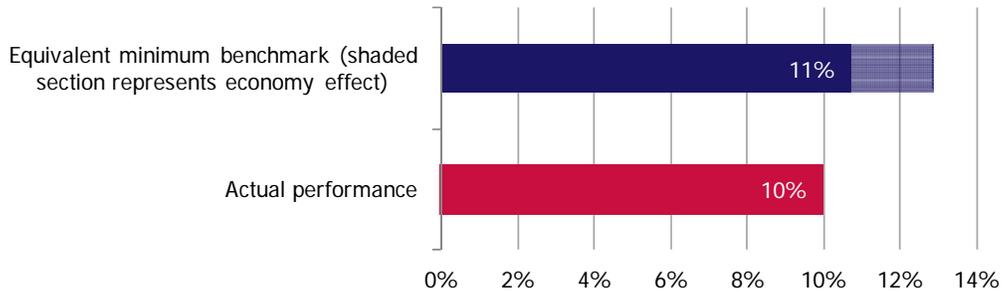
We estimate that for all participants **the equivalent of DWP's contractual and indicative expectations is 13%**.

For the three Minimum Performance Level groups the one-year job outcome measure was 9.5%, against an equivalent of the DWP contracted level of 13.6%.

However, the economic outlook has significantly worsened since the Work Programme was commissioned and DWP's minimum expectations were set. Last year [we identified a link between economic growth and job outcomes](#), which equates to a performance reduction for employment programmes when the economy deteriorates. For year two of the Work Programme, we estimate that this 'economy effect' is a performance reduction of 17%. This is represented on figure 3, below, with the lighter-shaded section showing the reduction to the minimum benchmark that would account for the effect of a changed economy.

We therefore think that any performance over 11% on our job outcome measure (for the whole programme) would represent performance equivalent to the DWP's minimum level, taking the economy into account.

Figure 3: One-year job outcome measure for all participants – equivalent minimum benchmark compared to actual (June 2011 – March 2012 referrals)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations. Average weighted by monthly referral numbers.

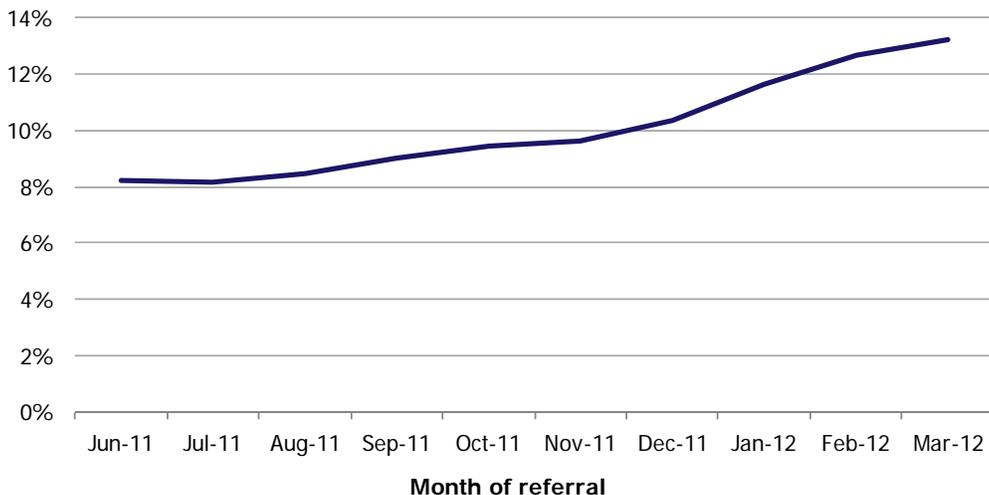
Is performance improving?

Yes, performance has improved month on month since the programme started.

One of the deficiencies of DWP’s contractual MPL is that it is not comparable over time. However, we can fairly judge performance improvements using our job outcome measure.

Figure 4, below shows that performance has begun to improve for the first 10 months of referrals. For example, the one-year job outcome measure was **55% higher** for those referred in the first quarter of 2012 than it was for those referred in the first three months of the programme.

Figure 4: One-year job outcome measure – quarterly rolling average



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations. Average weighted by monthly referral numbers.

Are jobs being sustained?

Yes, job sustainment is in line with expectations.

One of the objectives of the Work Programme was to support participants to sustain employment for longer – beyond their three or six month job outcome. As yet, DWP statistics do not allow us to analyse, for example, the number of participants who have been in a job for a year.

Up to the end of March 2013, DWP had made 605,000 sustainment payments for participants sustaining work beyond a job outcome. This equates to **4.6 payments (or 18 weeks in work)** following every job outcome that has been achieved so far.

DWP's modelling in the ITT documentation suggests that it expected a cumulative total of 4.6 sustainment payments per job outcome by the end of contract year two. Current performance is exactly at this level, which suggests that long-term job sustainment is holding up as intended when the programme was commissioned.

Is the Work Programme performing better than predecessors?

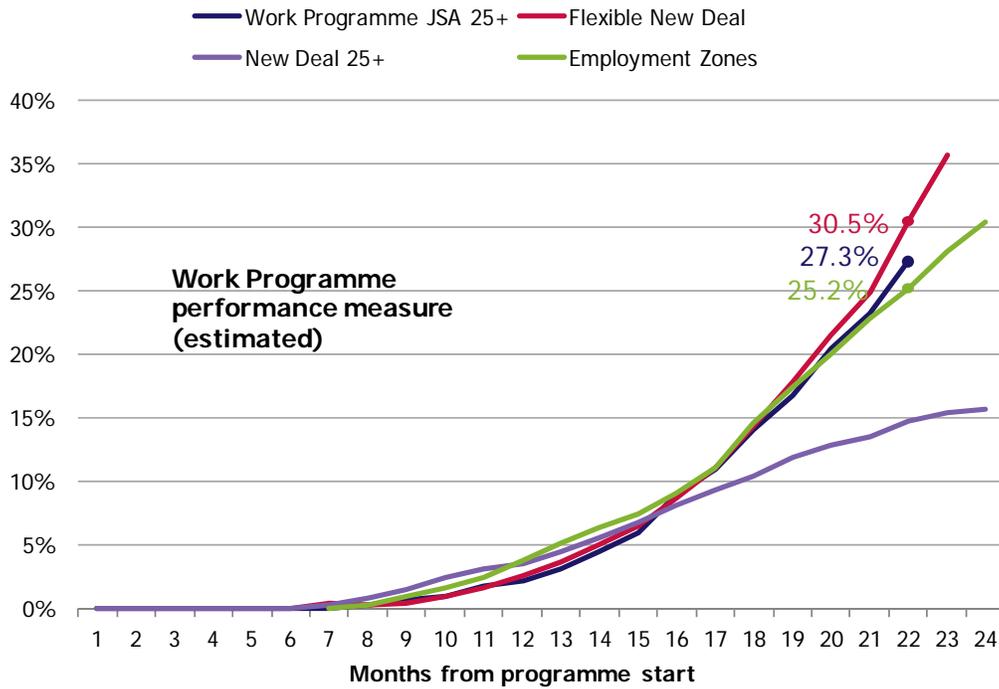
Not quite. It is now out-performing Employment Zones but has yet to catch up with Flexible New Deal. Government spending per participant is lower than earlier programmes so cost-effectiveness is an issue as well as job outcomes.

We have compared³ Work Programme JSA 25+ with: the original New Deal for 25+ (1998-2001); Employment Zones for 25+ JSA claimants (2000-2003); and Flexible New Deal (2009-11). We have used the 25+ JSA group as the participant group is the most similar to these earlier programmes.

Employment Zones and Flexible New Deal are the most comparable because they offered providers wide flexibility to support people into work. The Flexible New Deal line is stopped when referrals to the programme ended as the Work Programme started.

³ To do this we have estimated progress to six-month job outcomes for previous programmes where sustainment to three months was the most ambitious measure.

Figure 5: Start-up of programmes: outcomes adjusted to Work Programme measures for over-25s



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

How have Prime contractors performed?

Table 2 shows how Work Programme performance has varied among the 18 Prime contractors on the one-year job outcome measure, and also on DWP's MPL for year two of the contract. It shows a performance variation of 5.6 percentage points between the highest and lowest performing Primes.

Table 2: Prime contractor performance on the one-year job outcome measure and year two DWP Minimum Performance Level

	Number of contracts	One-year job outcome measure	DWP MPL - contract year two		
			JSA 18 to 24	JSA 25 and over	New ESA Claimants
ESG	1	12.2%	34.9%	23.1%	3.4%
G4S	3	11.7%	37.6%	23.4%	5.6%
EOS	1	11.3%	33.9%	24.9%	4.0%
Maximus	2	11.1%	38.3%	42.1%	4.6%
Serco	2	10.9%	34.1%	20.6%	3.6%
Ingeus	7	10.8%	34.3%	31.4%	5.9%
CDG	1	10.7%	29.4%	34.8%	3.6%
Avanta	3	9.8%	33.6%	23.0%	5.3%
A4e	5	9.7%	29.1%	26.5%	4.2%
Seetec	3	9.7%	29.9%	28.0%	5.6%

Working Links	3	9.3%	31.3%	25.2%	6.0%
Reed	1	9.2%	26.8%	35.8%	4.2%
Pertemps	1	8.9%	29.8%	19.7%	2.0%
Rehab	2	7.9%	26.6%	20.8%	4.2%
Newcastle College Group	2	7.4%	27.2%	18.2%	1.3%
Prospects	1	7.1%	32.1%	27.1%	5.5%
BEST	1	7.1%	24.8%	26.8%	2.9%
JHP	1	6.6%	25.6%	28.4%	3.9%

Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.
Average weighted by monthly referral numbers. Green shading represents high performance, red shading represents low performance.

None of the 18 Primes have exceeded our estimate of DWP's minimum performance level on the one-year job outcome measure; however, six of 18 have exceeded our lower benchmark that takes the economy into account.

The performance ranking of Prime contractors has not changed substantially since the first release of performance statistics in November 2012.

The above table also shows performance on the year two MPL for each of the three key participant groups, for each Prime as a whole. The shading demonstrates that some providers are performing well on these contractual benchmarks for some participant groups but not others.

Performance management of providers, and potential shifts in market share on the basis of MPL performance, are done on a contract by contract basis. Performance against the MPL for each contract individually is detailed in the annex to this briefing.

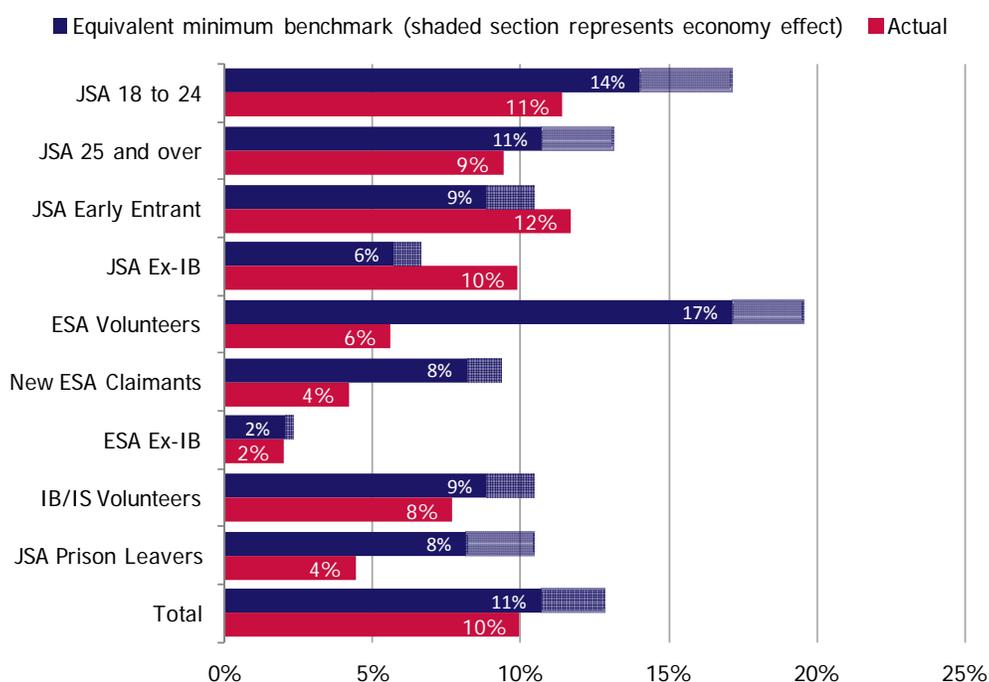
The Work Programme for participants

Has it worked for all groups?

To differing degrees. Performance varies substantially between the nine different participant groups on the Work Programme. DWP expected that job outcomes would vary between different participants, and set MPLs (or illustrative benchmarks) for each participant group accordingly.

Figure 6 shows performance for each group against our estimate of what DWP's minimum performance level is on the one-year job outcome measure. We have again estimated a lower minimum that accounts for the dampening effect of the economy (the lighter-shaded section represents this reduction).

Figure 6: One-year job outcome measure – equivalent minimum benchmark compared to actual, by participant group (June 2011 – March 2012 referrals)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations. Average weighted by monthly referral numbers.

This shows that performance has been below both our estimate of DWP's MPL on the one-year job outcome measure, and our lower benchmark that takes the economy into account, for seven of the nine groups. The two exceptions are the 'JSA Early Entrant' group (which includes those transferred from previous programmes; young claimants who were previously not in education,

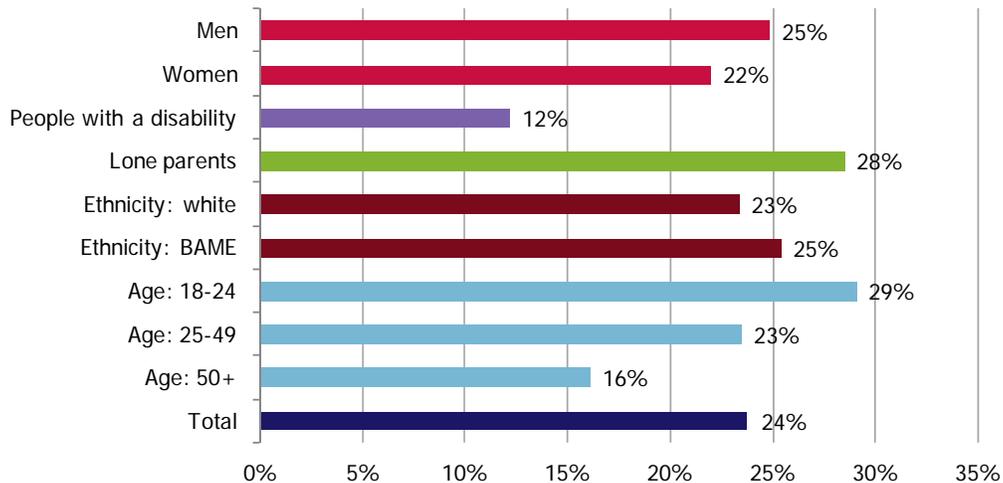
employment or training; disabled people; those with drug or alcohol dependency; care leavers; and homeless people) and the 'JSA Ex-Incapacity Benefit' group, for which performance has been above our estimate of the MPL, even without the economy adjustment.

Has it worked for the most disadvantaged?

The published statistics do not allow us to analyse performance by our preferred one-year job outcome measure for participants with different characteristics.

However, we are able to look at performance for a range of groups of participants using the DWP performance measure, as shown in figure 7.

Figure 7: Job outcomes as a proportion of referrals in contract year two, by participant characteristics (April 2012–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

Figure 7 shows a mixed picture, with some groups often disadvantaged in the labour market performing worse than average (women, disabled people, the over 50s), but others performing better (black, Asian and minority ethnic groups, lone parents).

Performance looks particularly poor for people with a disability, at half the average for all participants. In the above figure we have included all people with a characteristic irrespective of the participant group they are in. It should be noted that 31% of participants with disabilities are in the two main participant groups for long-term unemployed jobseekers (and therefore attract lower outcome fees), rather than the groups capturing those claiming health-related benefits.

Has there been any 'parking'?

In any programme, there is a risk that that organisations focus support in the early months, with support reducing over time particularly for the more disadvantaged participants.

This is very difficult to quantify, as at the same time more employable people are more likely to enter work quickly than less employable people – so you would expect to see job outcomes declining over time. In addition because the Work Programme is the first two-year programme, there is nothing to benchmark against.

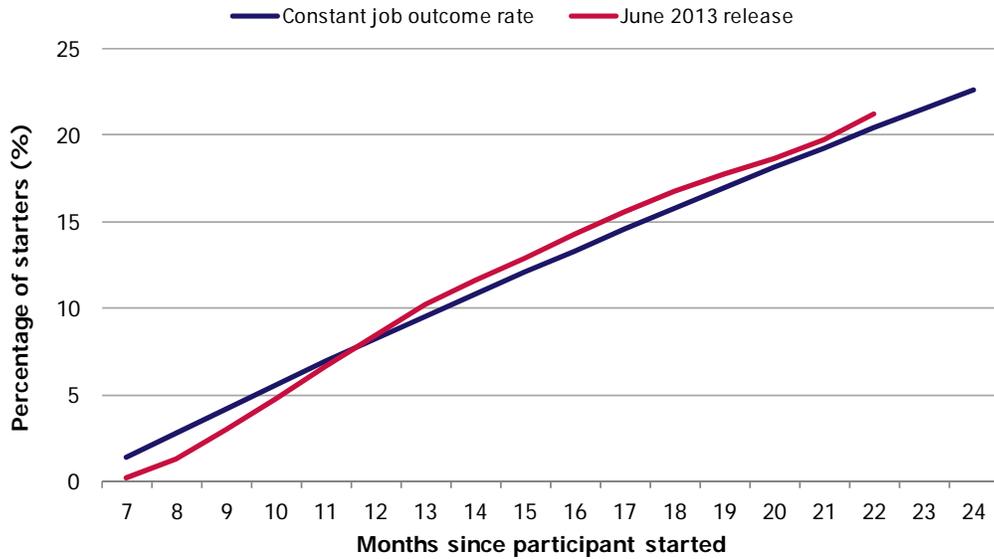
Nonetheless, *Inclusion's* starting point is that the Work Programme should be aiming to achieve a constant job outcome rate for participants throughout their time on the programme – in other words, it should be aiming to support people throughout their time on the programme and in particular to increase the employability of those further from work.

Figure 8 shows actual job outcomes (the red line) so far for the 'six-month job outcome' groups (JSA 18 to 24 and JSA 25 and over) and figure 9 shows the same thing for the 'three-month' groups (all the others).

The blue line shows what would happen if people get 'job outcomes' at a constant rate throughout their time on the Work Programme.

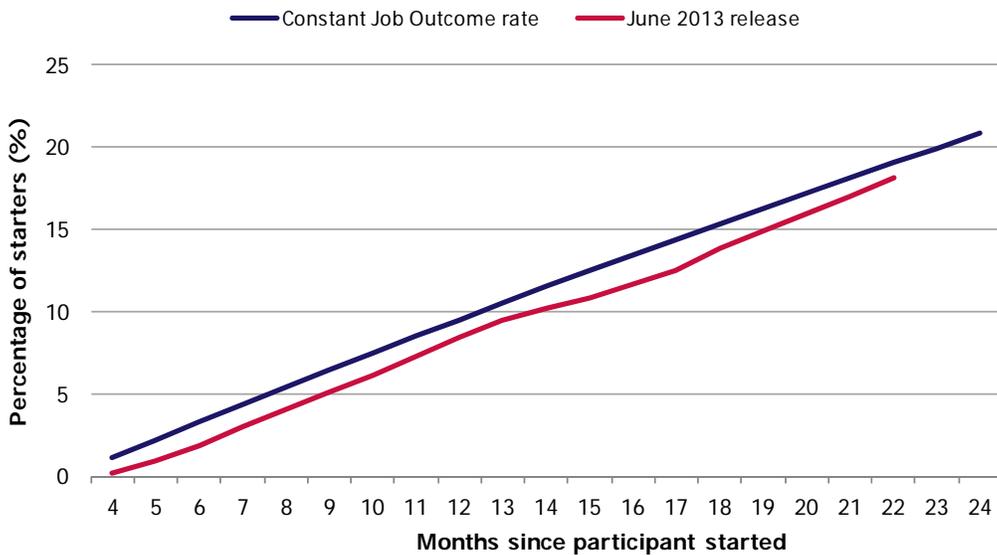
This shows that **performance is constant during a person's time** on the programme. This is very encouraging. However, for the more disadvantaged groups the under-performance is apparent because the red line is below where performance should be. Similarly for the JSA groups the improvement in performance can be seen with the red line moving above where minimum performance should be.

Figure 8: Proportion of starters with a job outcome for the 'JSA 18 to 24' and 'JSA 25 and over' participant groups, by duration on the programme (June 2011–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

Figure 9: Proportion of starters with a job outcome for all other participant groups, by duration on the programme (June 2011–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

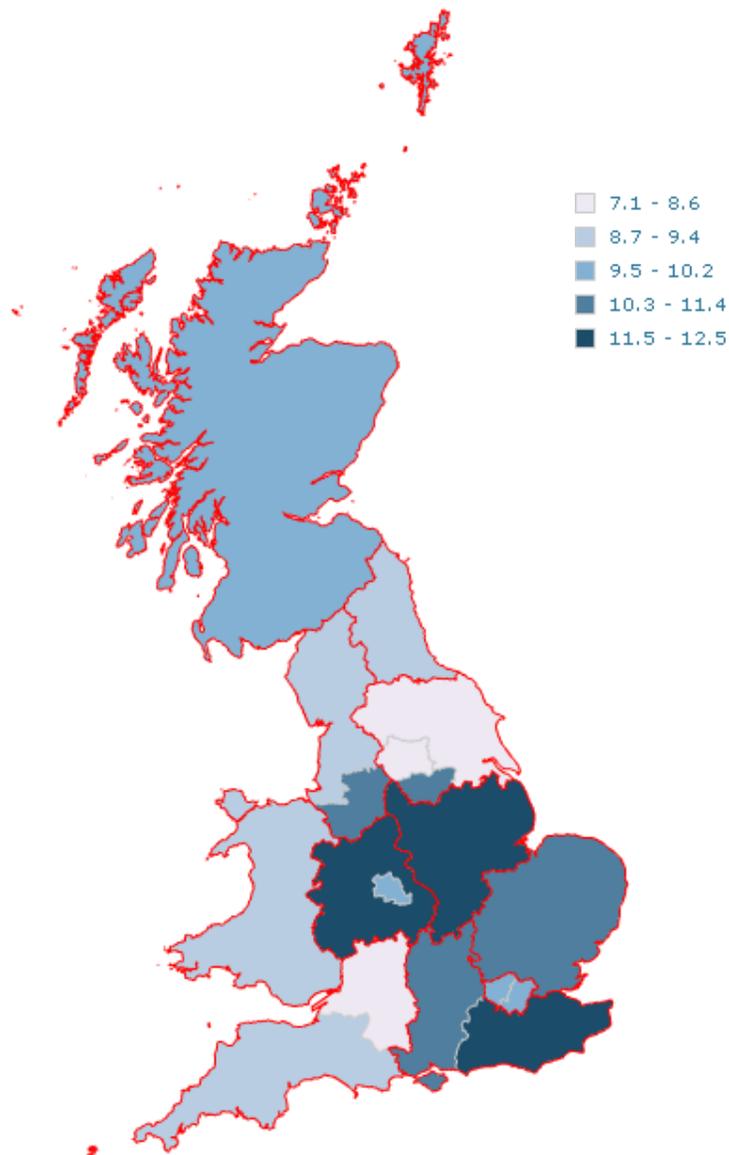
Has it worked everywhere?

The Work Programme is delivered by providers working in contract package areas (CPAs). There are between one and three contractors in each area. The map in figure 10, below, shows performance in each CPA.

Work Programme performance varies across the country by 5.4 percentage points. The East Midlands, the rural West Midlands and Coventry; and Surrey, Sussex and Kent have the highest performance. Gloucestershire, Wiltshire and Swindon, and West England; North East Yorkshire; and West Yorkshire have the lowest performance

Work Programme performance does not seem to vary in relation to the state of the local economy. There are some signs that areas with low unemployment rates are performing well (e.g. Surrey, Sussex and Kent), but other high-functioning labour markets show very poor performance (Gloucestershire, Wiltshire and Swindon, and West England). Equally, the rural West Midlands and Coventry has one of the highest unemployment rates, but is among the best CPAs in terms of Work Programme performance.

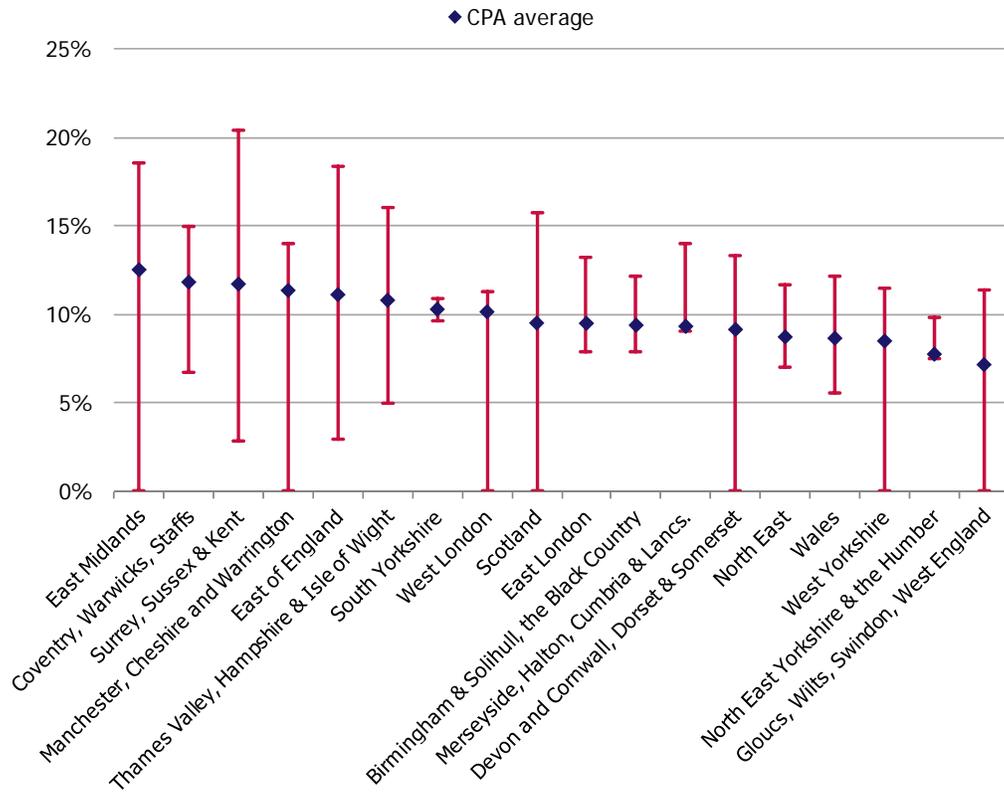
Figure 10: One-year job outcome measure (%) – map of performance across Contract Package Areas (June 2011–March 2012 referrals)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations. Average weighted by monthly referral numbers.

The map above masks wide variation in performance within CPAs. The figure below shows the variation in performance at local authority level for each of the 18 CPAs, with the pink bars representing the gap between the highest and lowest performing local authority in each area. It shows that variations within areas are much bigger than variations between them.

Figure 11: One-year job outcome measure – performance variation within Contract Package Areas, at local authority level (June 2011–March 2012 referrals)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations. Average weighted by monthly referral numbers.

Work Programme finances

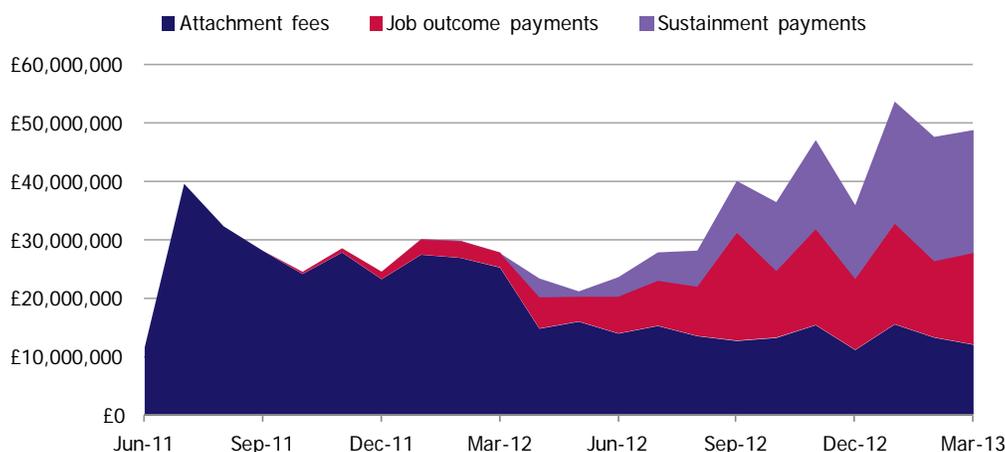
What payments have been made?

Up to the end of 2013, DWP had paid providers an estimated total of £736 million. This is made up of:

- £447 in attachment fees, which are paid when customers start on the programme.
- £155 in job outcome payments.
- £134 in sustainment payments.

Figure 12, below, shows how the payment profile has changed over time.

Figure 12: Payments to Work Programme providers by payment type



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations. These figures have been estimated using actual numbers of attachments, job outcome payments and sustainment payments, as ad hoc statistics on Work Programme costs are only provided on an annual basis. Job outcome payments incorporate an estimate of the average price discount that providers offered in their bids to DWP.

The figure above shows that attachment fee income has been in decline over the course of the programme. This is partly due to the fact that referral numbers have been falling, and also reflects the fact that the attachment fee is reduced year on year as the programme moves towards a wholly outcome-funded model. The fee was reduced to 75% of the original amount in April 2012, and to 50% of the original amount in April 2013. From April 2014 onwards providers will receive no up-front funding via attachment fees at all.

While attachment fees made up 94% of provider income in the first year of the programme, outcome payments are now the dominant source of funding, with job outcome and sustainment payments together accounting for 60% of provider income in the programme's second year.

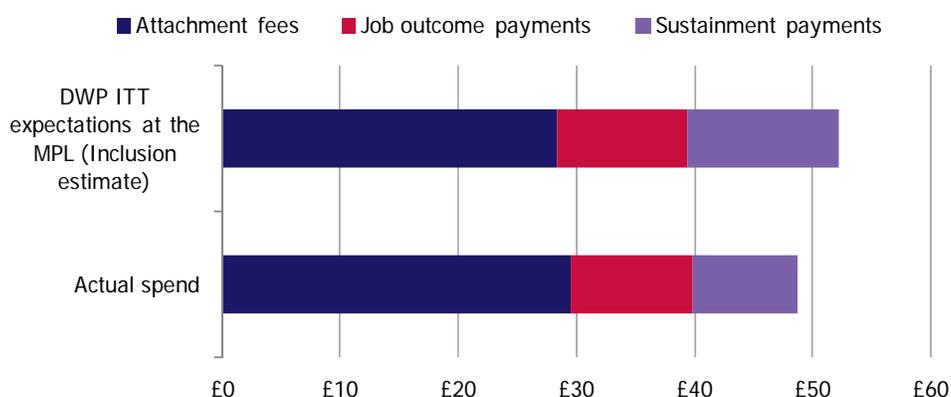
How much has DWP spent on each person?

The figures published today show that DWP has paid providers an average of £630 for each participant. Because recent participants have only been receiving support from providers for a short period, a more accurate reflection of the amount of funding that is available to providers is **DWP spend per participant per month** since they joined the programme.

We estimate that providers have received funding to date from DWP equivalent to £52 per participant per month, or £620 per participant per year. We estimate that when DWP commissioned the programme it expected to pay providers £56 per participant per month at the minimum performance level. **DWP payments per person are therefore currently running at 7% lower than was originally planned.**

Figure 13, below, illustrates this, showing how spending per person per month compares to original expectations, broken down by payment type.

Figure 13: DWP payments to Work Programme providers per participant per month by payment type – total to date compared to ITT expectations (June 2011–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

These are average spends and do not reflect what a provider chooses to spend on individual participants. In addition, DWP spend **does not equate** to actual spending by providers – all of whom would have invested their own (or borrowed) funds in the hope of securing outcome payments at a later date.

Improving in the future?

In our November 2012 briefing we highlighted the reasons why we thought performance was poor. Many of these related to problems in the start-up period. These have now largely been overcome, meaning the current statistics are more likely to represent steady-state performance.

ERSA (the trade body for DWP providers) were right to point out how performance has grown over time and participants were getting jobs at a faster rate. But can we expect performance to increase again in the future?

We would expect a **steady and gradual increase** in performance but maybe not at the same pace as in the past year. Whilst there have been recent small improvements in the level of unemployment, according to the OBR there is no significant improvement forecast in the jobs market up to 2015. Therefore the Work Programme **has to look to itself for improvements** rather than rely on the labour market to pull it up.

It is too early to say whether performance has plateaued, but there few **external** indicators that would suggest performance will be significantly improved beyond the latest levels. Innovation within the Work Programme will therefore have to deliver increases in performance. How this is stimulated will need to be the focus of DWP and contractor efforts over the coming period.

Annex: Minimum Performance Levels by contract

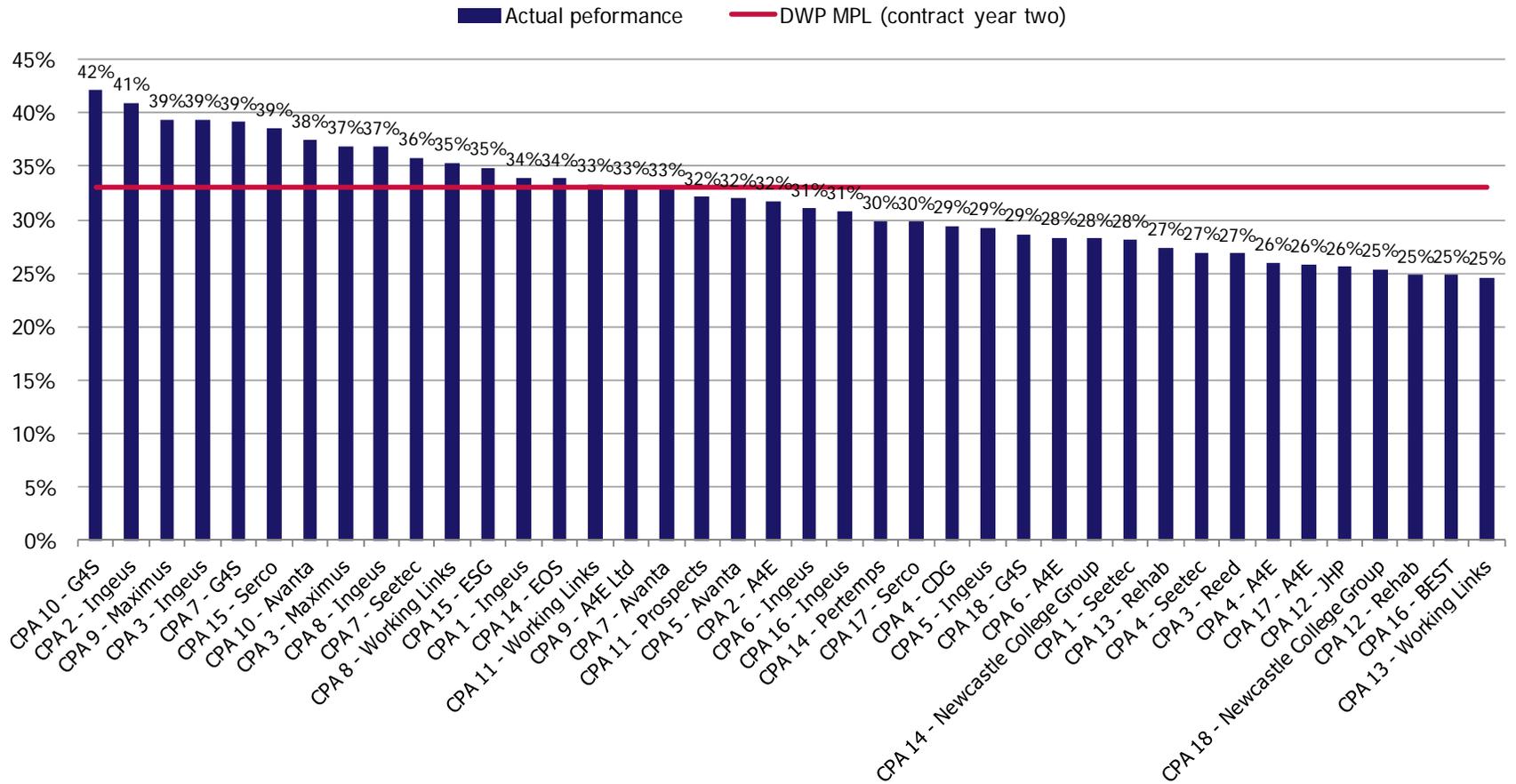
The 18 CPAs in which Primes hold contracts are detailed in table 3, below.

Table 3: Work Programme Contract Package Areas

CPA number	Area
CPA 1	East of England
CPA 2	East Midlands
CPA 3	West London
CPA 4	East London
CPA 5	North East
CPA 6	Merseyside, Halton, Cumbria and Lancashire
CPA 7	Manchester, Cheshire and Warrington
CPA 8	Scotland
CPA 9	Thames Valley, Hampshire and Isle of Wight
CPA 10	Surrey, Sussex & Kent
CPA 11	Devon and Cornwall, Dorset and Somerset
CPA 12	Gloucestershire, Wiltshire and Swindon, West of England
CPA 13	Wales
CPA 14	Birmingham and Solihull, the Black Country
CPA 15	Coventry, Warwickshire, Staffordshire and the Marches
CPA 16	West Yorkshire
CPA 17	South Yorkshire
CPA 18	North East Yorkshire and the Humber

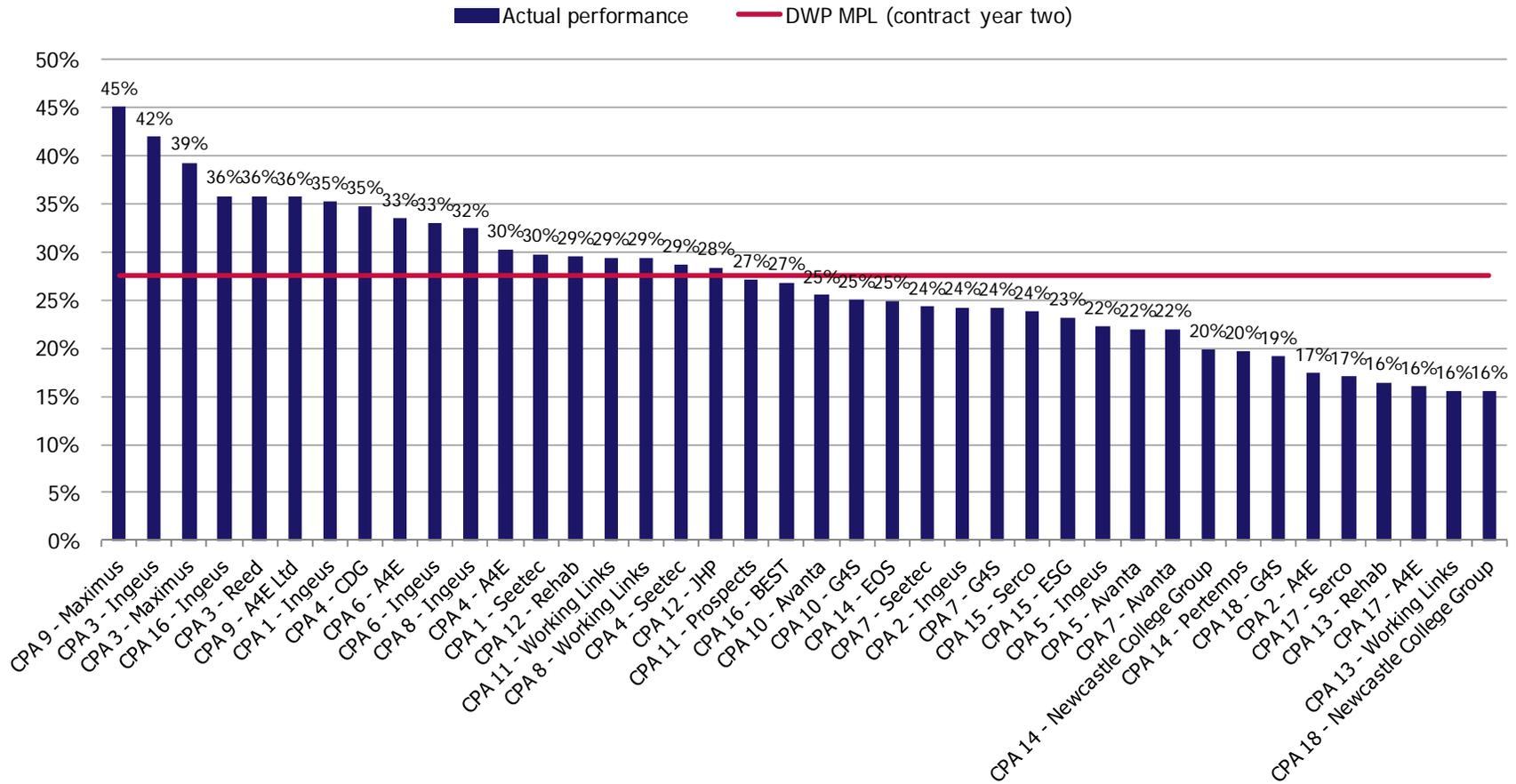
The following figures show performance on a contract-by-contract basis against year two minimum performance levels, for the three key participant groups captured by the MPL.

Figure 14: MPL performance for the 'JSA 18 to 24' group in contract year two (April 2012–March 2013)



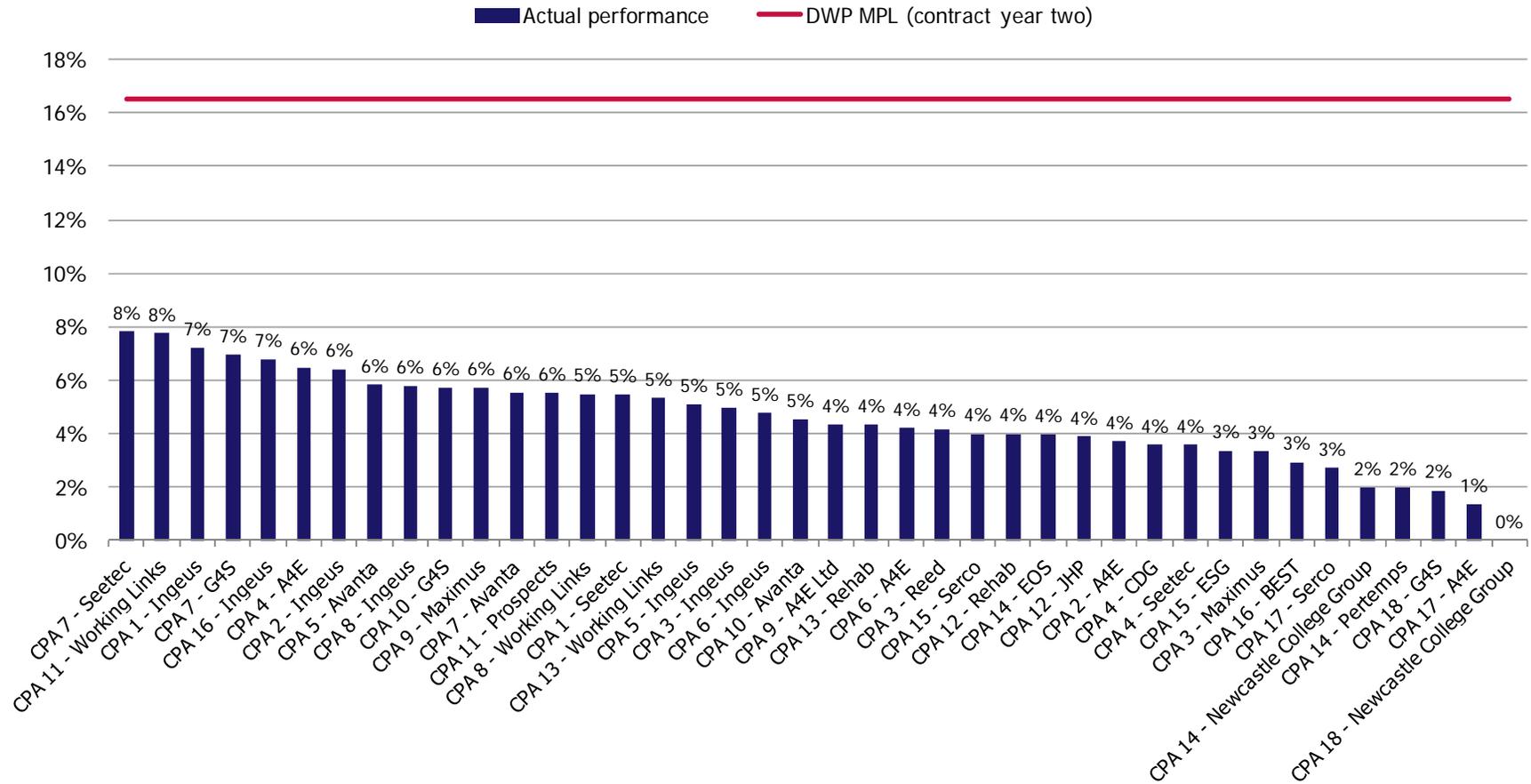
Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

Figure 15: MPL performance for the 'JSA 25 and over' group in contract year two (April 2012–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.

Figure 16: MPL performance for the 'New ESA Claimants' group in contract year two (April 2012–March 2013)



Source: DWP: Information, Governance and Security Directorate; *Inclusion* calculations.