



National Audit Office

# DWP's Employment support for disabled people

**Workshop with the British Association for Supported Employment**

28<sup>th</sup> November 2018

# About the NAO

- The National Audit Office (NAO) **scrutinises public spending** for Parliament.
- We help to **hold government departments** and the bodies we audit **to account** for how they use public money.
- Our work helps public service managers to **improve performance and service delivery**, nationally and locally.
- We report to the **Public Accounts Committee** in Parliament, and do not comment on **policy**



# Previous NAO work on disability support

**Support to incapacity  
benefit claimants (2010)**



**Oversight of special  
education for young  
people aged 16-25 (2011)**



**The Work Programme  
(2012 and 2014)**



**Adult social care in  
England: overview (2014)**



**Contracted-out health  
and disability  
assessments (2016)**



**Investigation into misuse  
of the Flexible Support  
Fund in Plaistow (2016)**



**Local support for people  
with a learning disability  
(2017)**



# What we're doing - The strategic context and aim of our study

Policy and objectives



What DWP is doing



What we want to know



- Government has pledged *“to see one million more disabled people in work over the next ten years”*.
- Under Universal Credit Work Coaches have more freedom to refer individuals to support providers
- DWP is following a “Test and Learn Strategy” to improve the provision of services for disabled people
- We want to find out how well these initiatives are working as part of the study we are conducting on DWP's Employment support for disabled people

# What we're doing today - Workshop to feed into NAO's report

We'd like to get your thoughts on our three main study questions:

*1. Is DWP achieving its objective of getting more people with disabilities into work?*

*2. Is DWP developing effective interventions?*

*3. Does DWP provide effective tailored packages of interventions to meet individual's needs?*

We have about 15 minutes to discuss each question

# 1. Is DWP achieving its objective of getting more people with disabilities into work?

## **Our evaluative criteria – what ‘good’ looks like?**

- There is clear evidence that the disabled employment rate is increasing and the employment gap is reducing.
- The Department has a robust measurement regime in place for assessing progress towards its target.
- The Department’s contribution to the government target is clearly prescribed.
- The Department is working effectively with other government departments to ensure a co-ordinated approach to achieving its employment targets for disabled people.

## 2. Is DWP developing effective interventions?

### **Our evaluative criteria – what ‘good’ looks like?**

- There is clear evidence of what works in employment support interventions targeting disabled people which is informing DWP’s current choice of interventions.
- The current suite of interventions is based on a set of robust business cases and underpinned by an effective measurement regime in which reliable performance and financial information is routinely collected and used in ways that allow effective comparison across programmes and initiatives.
- The Department uses management information from its measurement regime to ensure its interventions are working as intended and mechanisms are in place for continuous improvement.
- The joint DWP-DHSC ‘Test and Learn Strategy’ is sufficiently evidence-based, comprehensive and systematic to drive improvement in VFM of the Department’s interventions and how it provides them to individuals.
- DWP is providing market stewardship to create a competitive, sustainable and innovative market of providers
- Interventions are well targeted at the areas of most need

### 3. Does DWP provide effective tailored packages of interventions to meet individual's needs?

#### **Our evaluative criteria – what 'good' looks like?**

- Work coaches are able to draw on robust information on the range of DWP-led and other support to enable them to offer a tailored service to claimants.
- Work coaches (working with specialists supporting roles) have the capacity, capability and confidence to prioritise effectively, commission and tailor support packages to meet individual (and employer) needs.
- Work coaches commission and access the range of Department and partner provision effectively in practice.
- Work coaches are performance managed effectively to enable them to provide tailored employment support (role specification recruitment, retention, training etc.).
- The Department has good information on the contribution of work coaches which it uses to inform the further development of the role.
- The support provided meets claimants' needs and is working to get people closer to work, into work and stay in work