Number of times provider in contact with customer
Mode of contact: % via group meeting

Job Outcome
No differences

Sustainment Payments
No differences

Employed
No differences

Off benefits
No differences
Mode of contact: % via telephone

Job Outcome

Sustainment Payments

Employed

Off benefits

No differences

No differences

No differences

No differences
Mode of contact: % via text
No differences

No differences

No differences

No differences

No differences

No differences
Support type: % receiving assessment of your skills

Job Outcome

Sustainment Payments

Employed

Off benefits

No differences

No differences
Support type: % drawing up an action plan

- Under 24: 0.072, 0.069, 0.057, 0.054
- 25: 0.071
- 35: 0.071
- 45: 0.071
- Over 55: 0.071

CG1: 0.113, 0.104, 0.114
CG2: 0.12
CG3: 0.089
CG4: 0.071
CG5: 0.071

No differences

No differences

No differences

No differences
Support type: % receiving training in maths reading writing

Job Outcome

-2 <= 25/34 35/44 55+ 55+
P = 0.03

Female Gender of claimant

Support Payments

-2 <= 25/34 35/44 55+ 55+
P = 0.05

Female Gender of claimant

Employed

-2 <= 25/34 35/44 55+ 55+
P = 0.15

Female Gender of claimant

Off benefits

-2 <= 25/34 35/44 55+ 55+
P = 0.41

Female Gender of claimant

Customer group

1 2 3 4 5
Support type: % receiving training in maths reading writing

No differences

No differences

No differences

No differences

No differences

No differences

No differences
Support type: % work experience placement or voluntary work

- **Job Outcome**
  - Age ranges: <=24, 25/34, 35/44, 45/54, 55+
  - Gender: Female, Male
  - P-values: 0.34, 0.22, 0.35

- **Sustainment Payments**
  - Age ranges: <=24, 25/34, 35/44, 45/54, 55+
  - Gender: Female, Male
  - P-values: 0.20, 0.45, 0.32

- **Employed**
  - Age ranges: <=24, 25/34, 35/44, 45/54, 55+
  - Gender: Female, Male
  - P-values: 0.93, 0.92, 0.38

- **Off benefits**
  - Age ranges: <=24, 25/34, 35/44, 45/54, 55+
  - Gender: Female, Male
  - P-values: 0.78, 0.24, 0.48
Support type: % work experience placement or voluntary work

No differences

Job Outcome

No differences

Sustainment Payments

No differences

Employed

No differences

Off benefits

No differences
Support type: % advice for setting up your own business

Job Outcome

Age

Gender of claimant

Customer group

P=0.00

Gender of claimant

Customer group

P=0.88

P=0.06

Sustainment Payments

Age

Gender of claimant

Customer group

P=0.01

P=0.74

P=0.00

Employed

Age

Gender of claimant

Customer group

P=0.31

P=0.77

P=0.08

Off benefits

Age

Gender of claimant

Customer group

P=0.08

P=0.78

P=0.00
Support type: % advice for setting up your own business

No differences
Support type: % Financial advice

No differences

No differences

No differences

No differences

No differences
% warned of risk of benefit cut

Job Outcome

- <=24 25/34 35/44 45/54 55+
- Female
- Male

Gender of claimant

- P=0.52
- P=0.23
- P=0.60

Customer group

- 1
- 2
- 3
- 4
- 5

Sustainment Payments

- <=24 25/34 35/44 45/54 55+
- Female
- Male

Gender of claimant

- P=0.82
- P=0.12
- P=0.29

Customer group

- 1
- 2
- 3
- 4
- 5

Employed

- <=24 25/34 35/44 45/54 55+
- Female
- Male

Gender of claimant

- P=0.73
- P=0.71
- P=0.19

Customer group

- 1
- 2
- 3
- 4
- 5

Off benefits

- <=24 25/34 35/44 45/54 55+
- Female
- Male

Gender of claimant

- P=0.18
- P=0.22
- P=0.03

Customer group

- 1
- 2
- 3
- 4
- 5
### Job Outcome

<table>
<thead>
<tr>
<th>CG1</th>
<th>CG2</th>
<th>CG3</th>
<th>CG4</th>
<th>CG5</th>
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</thead>
<tbody>
<tr>
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<td>.201</td>
<td>.169</td>
<td>.124</td>
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### Sustainment Payments

<table>
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<th>CG4</th>
<th>CG5</th>
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### Employed

<table>
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<th>CG4</th>
<th>CG5</th>
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### Off benefits

<table>
<thead>
<tr>
<th>Under24</th>
<th>25</th>
<th>35</th>
<th>45</th>
<th>Over55</th>
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<tbody>
<tr>
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<td></td>
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<tr>
<td>-.046</td>
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### Off benefits

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### Off benefits

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</tbody>
</table>

% warned of risk of benefit cut
Provider not 100% private sector

Sustainment Payments

No differences

Employed

No differences

Off benefits

No differences
% referrals to private sector subs - Annual (DWP)

No differences

No differences
% referrals to public sector subs - Annual (DWP)

No differences

No differences

No differences

No differences

No differences

No differences
Herfindahl index of supply chain - Annual (DWP)

Sustainment Payments

Job Outcome

Under24 35 Over55

Over55

No differences

No differences

Employed

No differences

Off benefits

Under24 25 35 45 Over55

CG1 CG2 CG3 CG4 CG5

CG1 CG2 CG3 CG4 CG5

.046 .043

.042

.033

.039

.08

.029

.042
Job Outcome
Age
<=24/25/34/35/44/45/54/55+
P=0.01
Female
Male
Gender of claimant
Customer group
P=0.10
P=0.64

Sustainment Payments
Age
<=24/25/34/35/44/45/55+
P=0.21
Female
Male
Gender of claimant
Customer group
P=0.31
P=0.73

Employed
Age
<=24/25/34/35/44/45/55+
P=0.96
Female
Male
Gender of claimant
Customer group
P=0.96
P=0.54

Off benefits
Age
<=24/25/34/35/44/45/55+
P=0.14
Female
Male
Gender of claimant
Customer group
P=0.45
P=0.90
% referrals to end to end subs - Annual (DWP)

- No differences

- No differences

- No differences

- No differences
% referrals to specialist subs - Annual (DWP)
Total revenue achievable from individual (£100s)

No differences

No differences

No differences

No differences

No differences

No differences

No differences

No differences