

**Disability and Work
Division**

**Provider-Led Pathways to Work:
Official Statistics**

October 2011

Executive summary

This is the final official statistics publication on Provider-Led Pathways to Work. It contains figures on starts to the programme and jobs up to the end of the programme - 31st March 2011 in Phase 1 districts and 27th April 2011 in Phase 2 districts.

In Provider-Led areas customers are looked after by Jobcentre Plus for the initial period of their benefit claim, before registering with a private or voluntary sector provider. The headline figures, cumulative to the end of the programme, are:

587,580 Pathways starts in Provider-Led areas for 563,880 individuals, of which 485,060 starts and 475,030 individuals registered with a provider

101,950 job entries for 98,820 individuals, of which 89,710 job entries were from starts which had registered with a provider for 87,810 individuals.

In the last financial year for which data is available (2010-11) there were:

77,960 starts in Provider-Led areas, of which 61,400 starts registered with a provider.

31,970 job entries, of which 29,760 job entries were from starts which had registered with a provider.

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1 Introduction

1.1 Provider-Led Pathways to Work

1.1.1 Summary

The *Provider-Led Pathways to Work* programme has now ceased to operate, having ended on 31st March 2011 in Phase 1 JCP districts and 27th April 2011 in Phase 2 JCP districts. Claimants who were previously eligible for the programme, may now be eligible to take part in the Work Programme or Jobcentre Plus Flexible Offer depending on their Work Capability Assessment prognosis. To support the running down of the provider's contracts, there were no new referrals to *Provider-Led Pathways to Work* as of six-weeks prior to the provider's contract end dates. As a result, claimants were not referred to *Provider-Led Pathways to Work* from the following dates:

Provider-Led Pathways Phase 1 – 18th February 2011

Provider-Led Pathways Phase 2 – 17th March 2011

Whilst referrals to Pathways ceased from the dates above, the initial WFI still took place throughout the six-week transition period mentioned above.

This summary contains figures on *Provider-Led Pathways to Work* from data up to the end of the programme (unless otherwise stated). Annex A provides more detailed monthly and regional breakdowns. **This publication does not contain figures for Jobcentre Plus Pathways to Work.**

Statistics on Provider-Led Pathways to Work were first published on 7th July 2009. That first publication contained only figures on individuals who had registered with a provider in Provider-Led areas and didn't include information on those who had only had contact with Jobcentre Plus. All subsequent publications, including this one, contain figures on the whole Pathways process in Provider-Led areas and includes information on customers who start Pathways with Jobcentre Plus but who leave

benefit before registering with a provider. Note that all “provider starts” in this publication are defined as all those that register with a provider.

Note: This document contains official statistics on Provider-Led Pathways to Work. The statistics cover starts on Provider-Led Pathways and associated job entries. Management Information on Provider-Led Pathways to Work is produced separately from this note and is used for internal monitoring purposes. These two publications use different measures and different data sources and are not comparable.

1.1.2 Background

Pathways to Work is an initiative aimed at improving opportunities for people on incapacity benefits. The process involves a series of mandatory Work Focused Interviews (WFIs) aimed at improving labour market readiness and opportunities. *Pathways to Work* is primarily aimed at new Incapacity Benefit or Employment and Support Allowance (ESA) customers but is also available to existing customers on a voluntary basis.

2 Headline Statistics

These statistics are cumulative figures for *all* Provider-Led Pathways to Work customers.

A technical note covering the data sources for these and details of how the statistics are compiled can be found at Annex B.

2.1 Starts and Job Entries

2.1.1 Starts (to end of programme)

587,580 starts (of which 485,060 had registered with a provider) to Provider-Led Pathways to Work for 563,880 individuals, including:

- 242,160 starts for mandatory customers in Phase 1¹ districts
- 202,440 starts for mandatory customers in Phase 2² districts
- 68,390 starts for voluntary customers in Phase 1 districts
- 74,590 starts for voluntary customers in Phase 2 districts

2.1.2 Job Entries (to end of programme)

101,950³ job entries (of which 89,710 were from starts which had registered with a provider) for 98,820 individuals, including:

- 37,820 job entries for mandatory customers in Phase 1 districts
- 28,920 job entries for mandatory customers in Phase 2 districts
- 18,780 job entries for voluntary customers in Phase 1 districts
- 16,440 job entries for voluntary customers in Phase 2 districts

¹ Phase 1 commenced in December 2007. A full roll-out schedule is included in section 4.

² Phase 2 commenced in April 2008. A full roll-out schedule is included in section 4.

³ Job entry information for the most recent months may be revised upwards as more data becomes available. Due to improvements in HMRC data processing, monthly job entries from April 2009 onwards have increased by around 3% per month, based on previous PL Pathways publications.

These job entries include 44,470 RTWC awards (of which 39,940 were from starts which had registered with a provider) for 43,270 individuals.

3 The Provider-Led Pathways to Work process

3.1 The key aspects of the Provider-Led Pathways to Work process are:

- Prior to October 2010, all customers making a claim to an incapacity benefit must attend a Work Focused Interview (WFI) between eight and thirteen weeks after making their claim except in cases where the WFI is deferred or waived (the option to waive the WFI was discontinued from October 2008 when ESA was introduced). This first WFI is carried out by Jobcentre Plus. From October 2010, customers must first be placed in the Work-Related Activity Group (WRAG) at their Work Capability Assessment (WCA) before attending their initial WFI.
- Following the initial WFI, customers are referred on to the local Provider, on a mandatory basis, to attend the further five WFIs at four week intervals (as long as they remain on IB or ESA). From March 2010, flexibility was introduced so customers were not required to attend WFI's at the rigid 4-weekly intervals. Before October 2008, customers who were screened out⁴ of the mandatory Pathways process at the first WFI could elect to participate on a voluntary basis.
- In order to satisfy the requirements for receiving an incapacity benefit, customers must undergo a Personal Capability Assessment (PCA) or, from October 2008 (when ESA was introduced), a Work Capability Assessment (WCA). In most ESA Pathways cases this process should be complete within 12 to 13 weeks of the claim being made. Some customers were exempt from the PCA⁵. These customers and those identified at the WCA as being in the

⁴ Screening Tool: a web-based questionnaire into which IBPAs input customers' answers. The tool was discontinued in October 2008. These answers were then converted into a score that estimated the probability of the customer still being on benefit in 12 months time without further mandatory activity. Those most likely to leave benefit without additional help were not required to attend further mandatory WFIs, but were entitled to participate on a voluntary basis.

⁵ *PCA exempt* refers to those customers who have one of a number of specified conditions, and are not required to undergo the full PCA or WCA process. This group is also exempted from participation in further mandatory WFIs.

“Support Group” are not required to stay on the Pathways programme, but may elect to participate on a voluntary basis.

- The Providers offer a range of provision aimed at improving labour market readiness and opportunities but the precise nature of this provision can vary between providers. It must, however, include a condition management programme.
- Customers who enter work can qualify for Return to Work Credit (RTWC) - a payment of £40 per week for twelve months if their salary is below £15,000 per year and they work at least 16 hours a week.

4 Pathways to Work Roll-Out Schedule

Date	Phase	Approximate Percentage Great Britain Coverage	Cumulative Percentage Coverage
Oct-03	JCP Pathways Pilots phase 1	4%	4%
Apr-04	JCP Pathways Pilots phase 2	5%	9%
Oct-05	JCP Pathways Expansion phase 1	7%	16%
Apr-06	JCP Pathways Expansion phase 2	13%	28%
Oct-06	JCP Pathways Expansion phase 3	5%	33%
Dec-06	JCP Pathways Enlargement: completing JCP districts	6%	39%
Dec-07	Provider-Led Pathways phase 1	31%	70%
Apr-08	Provider-Led Pathways phase 2	30%	100%

Provider-Led Pathways phase 1 districts	Provider-Led Pathways phase 2 districts
Birmingham & Solihull	Bedfordshire & Hertfordshire
Black Country	Cambridgeshire & Suffolk
Central London	Cheshire, Halton & Warrington
City & East London	Coventry & Warwickshire
Devon & Cornwall	Gloucester, Wiltshire & Swindon
Edinburgh Lothian & Borders	Hampshire & Isle of Wight
Forth Valley Fife & Tayside	Kent
Greater Manchester East & West	Leicestershire & Northamptonshire
Lambeth, Southwark & Wandsworth	North & North East London
Lincolnshire & Rutland	North East Yorkshire & the Humber
Norfolk	South London
North & Mid Wales	Surrey & Sussex
Nottinghamshire	Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)
South East Wales	The Marches
West Yorkshire	West London
	West of England

From April 2011, JCP moved from a 48 district structure to a 37 district structure. Below is the new 37 district structure showing how each of the new districts are constructed:

New JCP district	Old JCP district	Pathways phase
Bedfordshire & Hertfordshire	Bedfordshire & Hertfordshire	Provider-Led phase 2
Birmingham & Solihull	Birmingham & Solihull	Provider-Led phase 1
Black Country	Black Country	Provider-Led phase 1
Cambridge, Suffolk & Norfolk	Cambridgeshire & Suffolk	Provider-Led phase 2
	Norfolk	Provider-Led phase 1
Central Scotland	Glasgow	JCP
	Lanarkshire & East Dunbartonshire	JCP
Coventry, Warwickshire, Hereford & Worcestershire	Coventry & Warwickshire	Provider-Led phase 2
	The Marches (only the local authorities of County of Herefordshire, Bromsgrove, Malvern Hills, Redditch, Worcester, Wychavon, Wyre Forest)	Provider-Led phase 2
Cumbria & Lancashire	Cumbria & Lancashire	JCP
Derbyshire	Derbyshire	JCP
Devon & Cornwall	Devon & Cornwall	Provider-Led phase 1
Dorset, Somerset, Wiltshire & Swindon	Dorset & Somerset	JCP
	Gloucestershire, Wiltshire & Swindon (only the local authorities of Swindon, Wiltshire)	Provider-Led phase 2
Durham & Tees Valley	South Tyne and Wear Valley (only County Durham local authority)	JCP
	Tees Valley	JCP
East London	City and East London	Provider-Led phase 1
	North & North East London (only the local authorities of Barking and Dagenham, Havering, Redbridge, Waltham Forest)	Provider-Led phase 2
East Scotland	Edinburgh & Lothian & Borders	Provider-Led phase 1
	Forth Valley, Fife & Tayside (only the local authorities of Clackmannanshire, Falkirk, Fife, Stirling)	Provider-Led phase 1
Essex	Essex	JCP
Greater London	Kent	Provider-Led phase 2
Greater Manchester Central, Cheshire & Warrington	Cheshire, Halton & Warrington (only the local authorities of Cheshire East, Warrington, Cheshire West and Chester)	Provider-Led phase 2
	Greater Manchester Central	JCP
Greater Manchester East & West	Greater Manchester East & West	Provider-Led phase 1
Hampshire	Hampshire	Provider-Led phase 2
Leicestershire & Northamptonshire	Leicestershire & Northamptonshire	Provider-Led phase 2
Merseyside		

Cheshire, Halton & Warrington (Halton local authority only) – Halton

JCP

	local authority was previously counted as part of Greater Mersey JCP-led district	
	Merseyside	JCP
North & Mid Wales	North & Mid Wales	Provider-Led phase 1
North London	Central London	Provider-Led phase 1
	North & North East London (only the local authorities of Barnet, Enfield, Haringey)	Provider-Led phase 2
North Scotland	Forth Valley, Fife & Tayside (only the local authorities of Angus, Dundee City, Perth and Kinross)	Provider-Led phase 1
	Highlands, Islands, Clyde Coast & Grampian (only the local authorities of Aberdeen City, Aberdeenshire, East Renfrewshire, Highland, Moray, Orkney Islands, Shetland Islands, Eilean Siar)	JCP
North and East Yorkshire and the Humber	North and East Yorkshire and the Humber	Provider-Led phase 2
Northumbria, Tyne & Wear	Northumbria	JCP
	South Tyne and Wear Valley (only the local authorities of South Tyneside, Sunderland)	JCP
Nottinghamshire, Lincolnshire & Rutland	Lincolnshire & Rutland	Provider-Led phase 1
	Nottinghamshire	Provider-Led phase 1
South East Wales	South East Wales	Provider-Led phase 1
	South Wales Valleys (only the local authorities of Merthyr Tydfil, Caerphilly, Blaenau Gwent)	JCP
South London	Lambeth, Southwark & Wandsworth (only the local authorities of Lambeth, Southwark)	Provider-Led phase 1
	South London (only the local authorities of Bexley, Bromley, Croydon, Greenwich, Lewisham, Merton, Sutton)	Provider-Led phase 2
South West Wales	South Wales Valleys (only the local authorities of Bridgend, Rhondda, Cynon, Taff)	JCP
	South West Wales	JCP
South Yorkshire	South Yorkshire	JCP
Staffordshire & Shropshire	Staffordshire	JCP
	The Marches (only the local authorities of Telford and Wrekin, Shropshire)	Provider-Led phase 2
Surrey & Sussex	Surrey & Sussex	Provider-Led phase 2
Thames Valley	Berks, Bucks & Oxfordshire	Provider-Led phase 2
West London	Lambeth, Southwark & Wandsworth (only Wandsworth local authority)	Provider-Led phase 1

	South London (only the local authorities of Kingston upon Thames, Richmond upon Thames)	Provider-Led phase 2
	West London	Provider-Led phase 2
West Scotland	Ayrshire, Dumfries & Galloway & Inverclyde	JCP
	Highlands, Islands, Clyde Coast & Grampian (only the local authorities of Argyll and Bute, West Dunbartonshire, Renfrewshire)	JCP
West Yorkshire	West Yorkshire	Provider-Led phase 1
West of England and Gloucestershire	Gloucestershire, Wiltshire & Swindon (only the local authorities of Cheltenham, Cotswold, Forest of Dean, Gloucester, Stroud, Tewkesbury)	Provider-Led phase 2
	West of England	Provider-Led phase 2

This change has resulted in the five new districts of Dorset, Somerset, Wiltshire & Swindon / Greater Manchester Central, Cheshire & Warrington / North Scotland / South East Wales / Staffordshire & Shropshire, consisting of JCP and provider-led districts merged together. Consequently, the JCP and Provider-Led Pathways official statistics publications will each show figures for these five districts, but only for the starts and job entries relating to the old JCP-led or provider-led district within these new districts. For example, the figures in the JCP Pathways publication for the new district of Dorset, Somerset, Wiltshire & Swindon, will only contain starts and job entries resulting from the old JCP-led district of Dorset & Somerset. Whereas in the PL Pathways publication the figures for the new district of Dorset, Somerset, Wiltshire & Swindon, will only contain starts and job entries resulting from the local authorities of Swindon and Wiltshire within the old provider-led district of Gloucestershire, Wiltshire & Swindon.

A geography clean-up exercise on the Labour Market System (LMS) database has also taken place at the same time as the JCP district restructuring. This has led to around 5,000 starts which were previously classed as being in a Provider-Led Pathways district, now being classed as starting in a JCP Pathways district. These starts and their associated job entries are now counted in the JCP Pathways publication.

Annex A: Provider-Led Pathways to Work Monthly and Regional (District) Breakdowns

Totals may not sum due to rounding

Table 1 – Starts for mandatory and voluntary customers by month of starting PL Pathways with JCP^{6 7}

Start Month	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Apr-10	519,060	394,740	124,330	431,650	311,110	120,540
May-10	8,980	6,010	2,970	7,450	4,510	2,940
Jun-10	9,680	6,260	3,420	8,080	4,710	3,370
Jul-10	9,490	6,500	2,990	7,870	4,930	2,940
Aug-10	8,860	6,670	2,190	7,420	5,290	2,140
Sep-10	5,630	4,580	1,050	4,460	3,460	1,000
Oct-10	7,030	5,380	1,650	5,960	4,370	1,590
Nov-10	6,980	5,450	1,530	5,780	4,360	1,420
Dec-10	4,190	3,430	750	3,080	2,570	520
Jan-11	1,860	1,590	270	520	440	80
Feb-11	4,210	2,750	1,460	2,760	1,500	1,270
Mar-11	1,510	1,210	300	20	10	10
Apr-11	100	20	80	0	0	0
Total	587,580	444,600	142,980	485,060	347,250	137,810

⁶ Mandatory provider start dates are defined as the provider registration date. In publications prior to January 2009, the provider start dates were defined as the 1st WFI date (if available) and the registration date if not. This has resulted in some monthly re-distribution of figures in the monthly mandatory starts figures in Tables 1 and 5.

⁷ As of 15th March 2010, customers only start with a provider on Provider-Led Pathways once the result of their Work Capability Assessment (WCA) is known. As a result, the number of monthly starts to Pathways from January 2010 onwards will be lower than in previous months.

Table 2 – Starts for mandatory and voluntary customers by JCP district

District	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Bedfordshire & Hertfordshire	17,100	13,710	3,390	14,320	11,100	3,220
Birmingham & Solihull	24,460	19,350	5,110	20,690	15,870	4,820
Black Country	20,150	16,170	3,980	15,390	11,540	3,850
Cambridge, Suffolk & Norfolk	25,530	18,380	7,150	20,720	13,790	6,930
Coventry, Warwickshire, Hereford & Worcestershire	23,120	15,400	7,730	20,920	13,270	7,650
Devon & Cornwall	28,070	21,530	6,540	23,890	17,460	6,430
Dorset, Somerset, Wiltshire & Swindon	6,640	4,600	2,040	5,710	3,670	2,040
East London	24,640	18,040	6,600	19,360	13,570	5,790
East Scotland	29,230	23,330	5,900	21,690	16,190	5,500
Greater London	18,390	14,460	3,930	15,480	11,670	3,810
Greater Manchester Central, Cheshire & Warrington	12,860	10,050	2,810	10,560	7,860	2,710
Greater Manchester East & West	42,590	33,370	9,230	35,700	26,570	9,140
Hampshire	18,410	14,190	4,220	15,470	11,390	4,090
Leicestershire & Northamptonshire	21,870	15,590	6,270	19,240	13,210	6,030
North & Mid Wales	14,420	11,190	3,230	11,670	8,610	3,060
North London	20,020	14,620	5,390	15,520	10,410	5,110
North Scotland	6,560	5,670	890	4,120	3,290	830
North and East Yorkshire and the Humber	23,300	17,260	6,040	20,400	14,410	5,990
Nottinghamshire, Lincolnshire & Rutland	31,740	23,430	8,310	25,220	17,160	8,060
South East Wales	17,750	13,920	3,840	15,040	11,230	3,810
South London	25,000	18,030	6,970	20,100	13,360	6,750
Staffordshire & Shropshire	8,290	5,280	3,010	7,690	4,700	2,990
Surrey & Sussex	24,100	18,940	5,160	20,230	15,330	4,900
Thames Valley	18,190	14,310	3,880	15,300	11,760	3,540
West London	19,090	12,950	6,140	14,480	8,680	5,800
West Yorkshire	41,020	34,330	6,700	34,270	27,720	6,550
West of England and Gloucestershire	19,820	13,720	6,100	17,160	11,130	6,020
<i>Missing District</i>	<i>5,230</i>	<i>2,800</i>	<i>2,430</i>	<i>4,740</i>	<i>2,330</i>	<i>2,410</i>
Total	587,580	444,600	142,980	485,060	347,250	137,810

Table 3 – Job entries⁸ for mandatory and voluntary customers by month of job entry

Start Month	Total JCP and provider job entries			Total provider job entries		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Apr-10	72,090	46,860	25,230	61,950	37,150	24,800
May-10	3,070	2,270	800	2,860	2,070	790
Jun-10	3,410	2,390	1,020	3,200	2,180	1,020
Jul-10	3,030	2,080	960	2,830	1,880	950
Aug-10	2,940	1,980	960	2,690	1,730	960
Sep-10	2,840	1,920	930	2,650	1,730	920
Oct-10	2,790	1,780	1,010	2,610	1,610	1,000
Nov-10	3,390	2,100	1,300	3,180	1,890	1,290
Dec-10	1,340	860	480	1,230	760	470
Jan-11	1,980	1,260	720	1,840	1,130	710
Feb-11	2,010	1,250	770	1,860	1,100	760
Mar-11	2,190	1,440	760	2,020	1,280	750
Apr-11	850	570	280	790	510	270
Total	101,950	66,740	35,210	89,710	55,020	34,690

⁸ Job entry information for the most recent months may be revised upwards as more data becomes available.

Table 4 – Job entries for mandatory and voluntary customers by JCP district

District	Total JCP and provider job entries			Total provider job entries		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Bedfordshire & Hertfordshire	2,850	2,080	760	2,480	1,730	740
Birmingham & Solihull	3,530	2,340	1,190	3,230	2,070	1,160
Black Country	3,200	2,100	1,100	2,730	1,650	1,080
Cambridge, Suffolk & Norfolk	5,190	3,190	2,000	4,420	2,450	1,960
Coventry, Warwickshire, Hereford & Worcestershire	3,880	2,310	1,560	3,600	2,040	1,550
Devon & Cornwall	6,430	4,150	2,270	5,630	3,370	2,260
Dorset, Somerset, Wiltshire & Swindon	960	620	340	820	480	340
East London	2,760	1,640	1,110	2,490	1,390	1,100
East Scotland	6,670	4,720	1,950	5,610	3,710	1,910
Greater London	2,690	1,940	750	2,240	1,510	730
Greater Manchester Central, Cheshire & Warrington	2,360	1,650	720	2,030	1,330	700
Greater Manchester East & West	9,320	6,460	2,860	8,420	5,570	2,850
Hampshire	3,280	2,270	1,010	2,960	1,960	1,000
Leicestershire & Northamptonshire	3,120	2,050	1,070	2,750	1,710	1,040
North & Mid Wales	2,570	1,630	950	2,230	1,310	920
North London	2,290	1,260	1,030	2,010	1,000	1,010
North Scotland	1,540	1,220	320	1,240	930	310
North and East Yorkshire and the Humber	3,690	2,420	1,270	3,280	2,020	1,270
Nottinghamshire, Lincolnshire & Rutland	6,390	4,090	2,300	5,470	3,210	2,270
South East Wales	2,830	1,780	1,040	2,590	1,550	1,040
South London	3,590	2,110	1,470	3,240	1,780	1,460
Staffordshire & Shropshire	1,720	1,010	710	1,650	950	710
Surrey & Sussex	4,050	2,830	1,220	3,550	2,370	1,180
Thames Valley	3,160	2,260	910	2,790	1,920	870
West London	2,770	1,470	1,290	2,470	1,200	1,270
West Yorkshire	6,910	4,960	1,950	6,010	4,080	1,930
West of England and Gloucestershire	3,330	1,810	1,520	2,940	1,430	1,510
<i>Missing District</i>	<i>920</i>	<i>370</i>	<i>550</i>	<i>860</i>	<i>310</i>	<i>550</i>
Total	101,950	66,740	35,210	89,710	55,020	34,690

Table 5: RTWC awards

Start Month	Total JCP and provider starts			Total provider starts		
	Total (1)	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Apr-10	33,170	19,760	13,410	29,250	16,020	13,230
May-10	980	680	300	920	620	300
Jun-10	1,620	1,070	550	1,540	990	550
Jul-10	1,220	800	420	1,150	740	410
Aug-10	980	580	400	920	530	390
Sep-10	190	120	70	180	100	70
Oct-10	590	360	230	550	330	220
Nov-10	1,650	890	750	1,580	820	750
Dec-10	510	310	210	490	290	210
Jan-11	960	560	400	900	500	400
Feb-11	1,020	570	440	970	530	440
Mar-11	1,260	770	490	1,180	710	470
Apr-11	330	210	120	310	190	120
Total	44,470	26,680	17,790	39,940	22,370	17,570

(1) RTWC award starts for September and October 2010 are lower than expected due to a problem with the RTWC database. Missing claims for these two months appear as a RTWC award start in November 2010.

Table 6 – Starts for mandatory and voluntary customers by JCP district and month of starting PL Pathways with JCP⁹

Start Month	Total	Bedfordshire & Hertfordshire	Birmingham & Solihull	Black Country	Cambridge, Suffolk & Norfolk	Coventry, Warwickshire, Hereford & Worcestershire	Devon & Cornwall	Dorset, Somerset, Wiltshire & Swindon	East London	East Scotland	Greater London	Greater Manchester Central, Cheshire & Warrington
Up to Apr-10	519,060	15,170	22,550	18,140	22,480	20,750	25,640	5,670	21,630	26,930	13,940	10,730
May-10	8,980	280	260	270	460	340	300	130	390	370	290	260
Jun-10	9,680	310	340	280	450	360	400	90	450	380	360	260
Jul-10	9,490	270	270	300	410	360	460	130	480	330	330	260
Aug-10	8,860	200	280	300	370	320	370	130	340	280	330	320
Sep-10	5,630	130	190	160	230	200	250	100	200	160	210	200
Oct-10	7,030	180	220	210	360	240	240	140	180	240	330	230
Nov-10	6,980	180	200	240	330	270	260	130	190	220	370	260
Dec-10	4,190	170	20	120	260	180	40	70	280	70	330	160
Jan-11	1,860	110	40	40	70	40	40	10	150	100	100	90
Feb-11	4,210	50	30	50	50	40	30	20	170	80	1,760	40
Mar-11	1,510	50	50	50	70	40	40	20	200	70	50	40
Apr-11	100	0	0	0	10	0	0	0	10	0	10	0
Total	587,580	17,100	24,460	20,150	25,530	23,120	28,070	6,640	24,640	29,230	18,390	12,860

⁹ For some districts, the exact start date has to be estimated from other available data. If the exact start is subsequently received, a proportion of these estimated started dates are reassigned to their correct start date in the following publication. This does not affect headline figures, but can cause some variation in monthly figures for the relevant districts (Greater Manchester East & West, Cambridge, Suffolk & Norfolk, Bedfordshire & Herefordshire, Hampshire and Thames Valley).

Start Month	Greater Manchester East & West	Hampshire	Leicestershire & Northamptonshire	North & Mid Wales	North London	North Scotland	North and East Yorkshire and the Humber	Nottinghamshire, Lincolnshire & Rutland	South East Wales	South London	Staffordshire & Shropshire
Up to Apr-10	38,140	15,800	18,920	13,070	17,650	6,080	20,450	28,350	16,420	22,280	7,630
May-10	740	360	390	230	320	80	310	480	200	460	100
Jun-10	710	430	360	210	380	80	400	540	200	440	100
Jul-10	660	300	370	220	390	70	360	450	210	450	70
Aug-10	640	300	450	160	330	40	380	420	150	360	80
Sep-10	390	180	330	140	170	40	220	340	120	240	60
Oct-10	420	300	330	180	250	40	290	430	170	270	80
Nov-10	490	300	340	110	250	30	360	310	130	190	70
Dec-10	190	260	210	30	80	20	320	120	30	120	60
Jan-11	70	80	50	30	70	20	140	90	40	70	10
Feb-11	80	40	50	30	60	40	40	90	50	70	10
Mar-11	70	50	40	40	70	20	30	100	40	50	10
Apr-11	0	10	10	0	10	0	0	0	0	10	0
Total	42,590	18,410	21,870	14,420	20,020	6,560	23,300	31,740	17,750	25,000	8,290

Start Month	Surrey & Sussex	Thames Valley	West London	West Yorkshire	West of England and Gloucestershire	Missing District
Up to Apr-10	19,850	15,700	16,490	37,860	16,280	4,480
May-10	460	300	370	390	330	110
Jun-10	430	340	430	480	390	110
Jul-10	420	310	490	470	570	100
Aug-10	410	290	330	510	700	100
Sep-10	280	170	230	300	330	60
Oct-10	330	260	240	340	470	80
Nov-10	400	300	200	330	430	80
Dec-10	350	300	90	70	190	50
Jan-11	80	140	70	60	50	20
Feb-11	1,060	50	70	110	50	20
Mar-11	50	30	90	120	30	20
Apr-11	0	10	20	0	10	0
Total	24,100	18,190	19,090	41,020	19,820	5,230

Table 7 – Job entries for mandatory and voluntary customers by JCP district and month of job entry

Start Month	Total	Bedfordshire & Hertfordshire	Birmingham & Solihull	Black Country	Cambridge, Suffolk & Norfolk	Coventry, Warwickshire, Hereford & Worcestershire	Devon & Cornwall	Dorset, Somerset, Wiltshire & Swindon	East London	East Scotland	Greater London	Greater Manchester Central, Cheshire & Warrington
Up to Apr-10	72,090	1,800	2,590	2,270	3,560	2,610	5,080	680	1,800	5,060	1,690	1,560
May-10	3,070	100	100	80	170	140	170	40	80	170	110	90
Jun-10	3,410	120	130	110	160	130	190	40	110	200	110	80
Jul-10	3,030	100	100	100	190	120	160	20	90	170	90	70
Aug-10	2,940	90	90	90	170	130	150	20	90	200	110	50
Sep-10	2,840	110	90	100	170	130	110	30	100	120	80	70
Oct-10	2,790	100	90	70	140	110	100	30	100	170	80	70
Nov-10	3,390	120	100	130	180	140	130	10	120	190	110	110
Dec-10	1,340	60	40	40	90	40	50	10	50	70	50	40
Jan-11	1,980	60	70	80	120	80	80	20	50	80	70	60
Feb-11	2,010	60	70	70	100	80	90	20	60	110	60	60
Mar-11	2,190	70	70	60	110	80	110	30	70	130	90	60
Apr-11	850	60	0	0	50	80	0	20	40	0	60	50
Total	101,950	2,850	3,530	3,200	5,190	3,880	6,430	960	2,760	6,670	2,690	2,360

Start Month	Greater Manchester East & West	Hampshire	Leicestershire & Northamptonshire	North & Mid Wales	North London	North Scotland	North and East Yorkshire and the Humber	Nottinghamshire, Lincolnshire & Rutland	South East Wales	South London	Staffordshire & Shropshire
Up to Apr-10	6,580	2,030	2,220	2,040	1,590	1,160	2,680	4,650	2,250	2,420	1,200
May-10	250	140	100	60	60	30	100	180	60	130	40
Jun-10	310	130	100	60	70	50	130	210	60	110	60
Jul-10	280	140	90	50	60	40	110	210	50	120	40
Aug-10	280	110	100	40	70	40	100	170	60	110	40
Sep-10	270	120	90	70	60	30	70	160	60	120	60
Oct-10	280	130	90	40	70	40	100	170	50	120	40
Nov-10	350	150	100	50	70	60	120	180	80	120	60
Dec-10	140	50	50	20	40	20	40	90	30	50	20
Jan-11	190	70	60	40	60	30	60	120	50	90	40
Feb-11	200	70	60	50	60	20	70	110	50	80	50
Mar-11	200	90	40	50	50	30	80	140	40	80	40
Apr-11	0	70	40	0	30	0	40	0	0	50	30
Total	9,320	3,280	3,120	2,570	2,290	1,540	3,690	6,390	2,830	3,590	1,720

Provider Led Pathways to Work

Start Month	Surrey & Sussex	Thames Valley	West London	West Yorkshire	West of England and Gloucestershire	Missing District
Up to Apr-10	2,650	1,880	1,740	5,340	2,380	590
May-10	170	130	90	190	80	20
Jun-10	160	140	90	230	110	30
Jul-10	120	130	100	180	90	40
Aug-10	130	110	80	150	100	40
Sep-10	130	120	110	170	100	20
Oct-10	130	130	100	150	80	30
Nov-10	120	170	130	170	110	40
Dec-10	50	60	40	60	40	20
Jan-11	100	70	70	90	60	30
Feb-11	90	80	80	90	60	30
Mar-11	90	100	90	100	80	20
Apr-11	100	60	40	0	40	10
Total	4,050	3,160	2,770	6,910	3,330	920

Table 8 – Starts for mandatory and voluntary customers by main disabling condition¹⁰

Main Disabling Condition	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Claimants without any diagnosis code on the system	73,390	67,810	5,580	52,540	47,460	5,080
Certain Infectious and Parasitic Diseases	4,340	3,150	1,190	3,540	2,400	1,140
Neoplasms	9,420	7,020	2,400	6,930	4,610	2,320
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	1,140	820	320	970	660	300
Endocrine, Nutritional and Metabolic Diseases	6,970	5,410	1,560	5,960	4,470	1,500
Mental and Behavioural Disorders	221,180	156,070	65,110	187,490	124,670	62,820
Diseases of the Nervous System	21,190	14,730	6,460	18,350	12,090	6,260
Diseases of the Eye and Adnexa	3,390	2,330	1,050	2,930	1,900	1,030
Diseases of the Ear and Mastoid Process	1,850	1,130	720	1,610	910	700
Diseases of the Circulatory System	19,390	14,680	4,710	16,370	11,820	4,550
Diseases of the Respiratory System	8,400	6,700	1,700	7,100	5,460	1,640
Diseases of the Digestive System	9,630	7,330	2,300	7,890	5,670	2,220
Diseases of the Skin and Subcutaneous System	3,440	2,650	780	2,970	2,210	760
Diseases of the Musculoskeletal system and Connective Tissue	79,940	60,630	19,310	69,000	50,330	18,670
Diseases of the Genitourinary System	4,620	3,460	1,160	3,770	2,650	1,120
Pregnancy, Childbirth and the Puerperium	1,810	1,610	200	1,120	940	180
Certain Conditions Originating in the Perinatal Period	20	20	0	20	20	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	760	430	320	600	290	310
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	61,890	46,970	14,920	52,010	37,600	14,410
Injury, Poisoning and certain other consequences of external causes	49,340	37,830	11,510	39,440	28,250	11,200
Factors influencing Health Status and Contact with Health Services	5,480	3,810	1,670	4,460	2,860	1,600
Total	587,580	444,600	142,980	485,060	347,250	137,810

¹⁰Primary medical condition information is based on the International Classification of Diseases (ICD), 10th Revision, published by the World Health Organisation. ICD10 code is not available those claiming IS (with a disability premium) only, or if we are unable to match to a benefit claim.

Table 9 – Job entries for mandatory and voluntary customers by main disabling condition

Main Disabling Condition	Total JCP and provider job entries			Total provider job entries		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Claimants without any diagnosis code on the system	15,310	13,720	1,600	13,070	11,520	1,550
Certain Infectious and Parasitic Diseases	730	430	300	620	330	290
Neoplasms	1,960	1,230	730	1,620	910	720
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	170	90	80	150	70	80
Endocrine, Nutritional and Metabolic Diseases	860	530	330	790	460	330
Mental and Behavioural Disorders	37,180	21,270	15,910	33,200	17,510	15,690
Diseases of the Nervous System	3,060	1,730	1,330	2,800	1,480	1,320
Diseases of the Eye and Adnexa	520	280	240	460	230	240
Diseases of the Ear and Mastoid Process	310	160	150	280	130	150
Diseases of the Circulatory System	2,900	1,860	1,030	2,590	1,570	1,020
Diseases of the Respiratory System	950	630	320	830	520	320
Diseases of the Digestive System	1,710	1,110	600	1,480	890	590
Diseases of the Skin and Subcutaneous System	530	350	180	470	300	180
Diseases of the Musculoskeletal system and Connective Tissue	12,930	8,140	4,790	11,610	6,890	4,720
Diseases of the Genitourinary System	860	550	310	750	450	300
Pregnancy, Childbirth and the Puerperium	140	110	30	100	70	30
Certain Conditions Originating in the Perinatal Period	0	0	0	0	0	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	60	30	30	50	20	30
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	10,220	6,620	3,590	9,070	5,530	3,540
Injury, Poisoning and certain other consequences of external causes	10,590	7,340	3,250	8,910	5,700	3,210
Factors influencing Health Status and Contact with Health Services	980	570	410	860	460	400
Total	101,950	66,740	35,210	89,710	55,020	34,690

Table 10 – Provider starts for mandatory and voluntary customers by provider

Provider	Total provider starts		
	Total	Mandatory	Voluntary
A4e	95,690	73,440	22,260
Seetec	15,390	11,540	3,850
Shaw Trust	91,440	67,540	23,900
Avanta (TNG)	14,700	9,440	5,260
Triage	12,170	9,670	2,510
Ingeus	85,370	62,580	22,790
Intraining	13,860	10,830	3,020
Reed in Partnership	47,910	29,630	18,280
Remploy	18,370	11,040	7,330
Royal British Legion Industries	24,870	18,570	6,290
Working Links	65,310	42,980	22,330
Total	485,060	347,250	137,810

Table 11 – Provider job entries for mandatory and voluntary customers by provider

Provider	Total provider job entries		
	Total	Mandatory	Voluntary
A4e	18,330	11,610	6,710
Seetec	2,730	1,650	1,080
Shaw Trust	18,830	12,360	6,480
Avanta (TNG)	2,970	1,730	1,240
Triage	3,730	2,770	960
Ingeus	14,250	8,610	5,640
Intraining	2,380	1,630	750
Reed in Partnership	8,790	4,410	4,380
Remploy	3,690	2,080	1,610
Royal British Legion Industries	3,910	2,580	1,340
Working Links	10,110	5,600	4,520
Total	89,710	55,020	34,690

Annex B: Technical Note

Providers send monthly data returns to DWP, containing information on individuals who are participating in Provider-Led *Pathways to Work*. This data is merged with various DWP administrative data sources to produce figures on programme starts and job entries. This process is outlined below.

Stage 1

The first stage of the process is to categorise the customers as either mandatory or as voluntary. A mandatory customer is one who has made a new claim to ESA or an incapacity benefit and is assessed as being in the “Work Related Activity Group”. However, the programme is available for anyone claiming ESA or an incapacity benefit on a voluntary basis. This identification is done by linking the data supplied by the provider with the DWP’s National Benefit Database to identify each customer’s qualifying benefit spell. The qualifying benefits are:

- Incapacity Benefit
- Severe Disablement Allowance
- Employment and Support Allowance
- Income Support (with a disability premium)

The provider data is then linked with Provider-Led Pathways to Work data from DWP’s Labour Market System (LMS), to identify each customer’s start date with JCP. As JCP record Pathways starts on LMS at the time of the 1st WFI in Provider areas - around 8 weeks after the benefit claim - and not at the point of benefit claim as is the case in JCP areas, a number of individuals will leave benefit before their 1st WFI and will therefore not be captured as a Pathways start on LMS or the provider data. If a customer does not appear on LMS, but they have registered with a provider and have a qualifying benefit spell then a JCP start date is imputed. This date is set to 91 days prior to their date of registering with a provider. 91 days is the average duration between starting with JCP and registering with a provider. Where the imputed JCP start date is prior to the roll-out date in Phase 1 and Phase 2 areas, the JCP start date is set to the roll-out date for that district.

There are also customers included in the mandatory and voluntary provider starts where the customer has a provider record, but is not on benefit at the date of registering with the provider. However, we know from linking these customer records with HMRC / RTWC data (as explained later in Stage 2) that these customers found work after registering with the provider. These customers are therefore counted as a provider start and subsequently as a provider job entry.

Using this information, the published mandatory and voluntary starts are defined as follows:

Total starts

- A mandatory or voluntary provider start or;
- Must have a JCP start recorded

A Mandatory provider start

- Must have started the qualifying benefit *on or after* Provider-Led go-live date (3rd December 2007 in Phase 1 districts and 28th April 2008 in Phase 2 districts)
- Must be on a qualifying benefit *on or before* the date of registering with a provider

A Voluntary provider start

- Must have started a qualifying benefit *before* Provider-Led go-live date (3rd December 2007 in Phase 1 districts or 28th April 2008 in Phase 2 districts)
- Must be on a qualifying benefit *on or before* the date of registering with a provider

A customer can be screened out of being mandated to start the programme but may join the programme at a later date as a volunteer. We count these as volunteers using the following criteria:

- Must have started qualifying benefit *on or after* Provider-Led go-live date (3rd December 2007 in Phase 1 districts or 28th April 2008 in Phase 2 districts)
- Must be on a qualifying benefit *on or before* the date of registering with a provider
- Have not attended a 1st mandatory Work Focussed Interview with the provider

- Have a voluntary customer marker completed by the provider

Total mandatory and voluntary customers are derived from their matching benefit spell, as described above. If there is no matching benefit spell, their customer marker is obtained from their LMS record and WFI records.

Stage 2

Job entries have been calculated using tax records from Her Majesty's Revenue and Customs held by DWP, which identify individuals who are in employment and registered for PAYE. In addition, administrative data identifying those who are claiming Return to Work Credit (RTWC). Return to Work Credit provides financial support during the first year of work if a customer has or has had a health condition or disability and has been receiving a relevant benefit. It provides a weekly income of £40 for up to 12 months for those whose gross salary is below £15,000 per year. Customers taking part in the Supported Employment phase of Workstep also result in a job entry being recorded.

Using this information, the published mandatory and voluntary job entries are defined as follows:

Total job entries

- A provider job entry or;
- Must be identified as a JCP start and have a job start recorded on HMRC's administrative PAYE system, or have started an RTWC award within 91 days of their last contact with JCP, where if present, is before their date of registering with the provider

A Mandatory provider job entry must be identified as a mandatory provider start, but must also have a job start recorded on HMRC's administrative PAYE system or started an RTWC award on or after 1st mandatory WFI date (or date of registering with a provider if they have not yet attended a 1st mandatory WFI), and within 91 days of their last contact with the provider.

A Voluntary provider job entry must be identified as a voluntary provider start, but also have a job start recorded on HMRC's administrative PAYE system, or have

started an RTWC award on or after date of registering with a provider, and within 91 days of their last contact with the provider.

A mandatory / voluntary customer marker is derived from their matching benefit spell, as described above. If there is no matching benefit spell, their customer marker is obtained from their LMS record.