

**Disability and Work
Division**

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

July 2011

Executive summary

This is the official statistics publication on Provider-Led Pathways to Work. It contains figures on starts to the programme and jobs up to January 2011.

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 January 2011, are:

581,790 Pathways starts in Provider-Led areas for 558,760 individuals, of which 482,300 starts and 472,460 individuals registered with a provider

96,340 job entries for 93,460 individuals, of which 84,620 job entries were from starts which had registered with a provider for 82,890 individuals.

In the last financial year for which data is available (2009-10) there were:

190,330 starts in Provider-Led areas, of which 171,090 starts registered with a provider.

41,330 job entries, of which 37,850 job entries were from starts which had registered with a provider.

Author(s) contact details

Gary Gifford
Disability and Work Division
Employment Group
Department for Work and Pensions

Email Gary.Gifford@dwp.gsi.gov.uk
Direct line 0114 294 8250

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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 and including **January 2011** (unless otherwise stated). Annex A provides more detailed monthly and regional breakdowns. Some of the figures given for recent months may be subject to revision as more complete data becomes available. **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 January 2011)

581,790 starts (of which 482,300 had registered with a provider) to Provider-Led Pathways to Work for 558,760 individuals, including:

- 240,900 starts for mandatory customers in Phase 1¹ districts
- 199,750 starts for mandatory customers in Phase 2² districts
- 68,070 starts for voluntary customers in Phase 1 districts
- 73,070 starts for voluntary customers in Phase 2 districts

2.1.2 Job Entries (to October 2010)

96,340³ job entries (of which 84,620 were from starts which had registered with a provider) for 93,460 individuals, including:

- 36,280 job entries for mandatory customers in Phase 1 districts
- 26,840 job entries for mandatory customers in Phase 2 districts
- 18,010 job entries for voluntary customers in Phase 1 districts
- 15,220 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 41,780 RTWC awards (of which 37,440 were from starts which had registered with a provider) for 40,690 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 Feb-10	490,230	376,300	113,930	407,640	297,300	110,330
Feb-10	9,340	5,850	3,490	7,870	4,440	3,430
Mar-10	9,960	6,480	3,490	8,170	4,760	3,410
Apr-10	9,550	6,130	3,420	8,000	4,630	3,370
May-10	8,980	6,010	2,970	7,440	4,510	2,930
Jun-10	9,680	6,260	3,420	8,080	4,710	3,370
Jul-10	9,500	6,510	2,990	7,870	4,930	2,940
Aug-10	8,870	6,670	2,200	7,430	5,290	2,140
Sep-10	5,630	4,580	1,050	4,470	3,470	1,000
Oct-10	7,020	5,380	1,650	5,960	4,370	1,590
Nov-10	6,990	5,460	1,530	5,780	4,370	1,420
Dec-10	4,180	3,430	750	3,080	2,560	520
Jan-11	1,860	1,590	270	520	440	80
Total	581,790	440,650	141,140	482,300	345,770	136,530

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	17,010	13,630	3,380	14,320	11,100	3,220
Birmingham & Solihull	24,380	19,280	5,100	20,690	15,870	4,820
Black Country	20,060	16,090	3,970	15,380	11,530	3,850
Cambridge, Suffolk & Norfolk	25,400	18,270	7,130	20,720	13,790	6,930
Coventry, Warwickshire, Hereford & Worcestershire	23,050	15,330	7,720	20,920	13,280	7,640
Devon & Cornwall	28,000	21,460	6,540	23,890	17,460	6,430
Dorset, Somerset, Wiltshire & Swindon	6,600	4,560	2,040	5,710	3,670	2,040
East London	24,280	17,920	6,360	19,350	13,570	5,780
East Scotland	29,050	23,160	5,900	21,700	16,190	5,510
Greater London	16,580	13,370	3,200	13,750	10,660	3,090
Greater Manchester Central, Cheshire & Warrington	12,760	9,960	2,800	10,560	7,860	2,710
Greater Manchester East & West	42,460	33,240	9,220	35,700	26,560	9,140
Hampshire	18,320	14,130	4,190	15,470	11,390	4,080
Leicestershire & Northamptonshire	21,770	15,520	6,250	19,240	13,210	6,030
North & Mid Wales	14,360	11,130	3,230	11,670	8,610	3,060
North London	19,880	14,540	5,350	15,510	10,410	5,100
North Scotland	6,500	5,610	890	4,120	3,290	830
North and East Yorkshire and the Humber	23,240	17,200	6,040	20,410	14,410	5,990
Nottinghamshire, Lincolnshire & Rutland	31,560	23,270	8,290	25,220	17,170	8,060
South East Wales	17,680	13,840	3,840	15,040	11,230	3,810
South London	24,870	17,920	6,950	20,090	13,350	6,750
Staffordshire & Shropshire	8,270	5,260	3,010	7,690	4,700	2,990
Surrey & Sussex	22,990	18,360	4,630	19,230	14,840	4,380
Thames Valley	18,090	14,230	3,860	15,300	11,760	3,530
West London	18,920	12,850	6,070	14,470	8,680	5,800
West Yorkshire	40,810	34,130	6,680	34,270	27,720	6,550
West of England and Gloucestershire	19,740	13,660	6,090	17,160	11,140	6,020
<i>Missing District</i>	<i>5,180</i>	<i>2,760</i>	<i>2,430</i>	<i>4,740</i>	<i>2,340</i>	<i>2,410</i>
Total	581,790	440,650	141,140	482,300	345,770	136,530

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 Feb-10	61,160	38,380	22,780	51,730	29,360	22,370
Feb-10	3,650	2,850	790	3,420	2,640	790
Mar-10	4,340	3,370	980	4,080	3,120	970
Apr-10	2,940	2,240	700	2,760	2,070	690
May-10	3,050	2,250	800	2,850	2,060	790
Jun-10	3,390	2,370	1,020	3,180	2,170	1,020
Jul-10	3,010	2,070	940	2,810	1,880	940
Aug-10	2,910	1,950	960	2,680	1,720	960
Sep-10	2,810	1,900	910	2,620	1,720	900
Oct-10	2,770	1,770	1,000	2,590	1,600	990
Nov-10	3,330	2,050	1,280	3,130	1,860	1,270
Dec-10	1,260	800	450	1,160	710	450
Jan-11	1,730	1,110	620	1,610	1,000	610
Total	96,340	63,120	33,230	84,620	51,880	32,740

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	2,640	1,940	700	2,290	1,610	680
Birmingham & Solihull	3,370	2,240	1,130	3,080	1,980	1,100
Black Country	3,050	2,000	1,050	2,590	1,550	1,030
Cambridge, Suffolk & Norfolk	4,920	3,020	1,900	4,160	2,300	1,860
Coventry, Warwickshire, Hereford & Worcestershire	3,620	2,160	1,460	3,360	1,910	1,450
Devon & Cornwall	6,190	3,990	2,200	5,410	3,230	2,190
Dorset, Somerset, Wiltshire & Swindon	890	570	320	770	440	320
East London	2,570	1,550	1,020	2,330	1,330	1,000
East Scotland	6,410	4,530	1,880	5,390	3,550	1,840
Greater London	2,460	1,770	690	2,040	1,370	670
Greater Manchester Central, Cheshire & Warrington	2,200	1,520	680	1,890	1,230	660
Greater Manchester East & West	8,880	6,140	2,740	8,020	5,280	2,730
Hampshire	3,040	2,130	910	2,740	1,830	900
Leicestershire & Northamptonshire	2,950	1,940	1,010	2,600	1,610	980
North & Mid Wales	2,460	1,560	900	2,130	1,250	870
North London	2,130	1,180	950	1,870	940	930
North Scotland	1,490	1,170	320	1,200	890	300
North and East Yorkshire and the Humber	3,470	2,280	1,200	3,080	1,890	1,190
Nottinghamshire, Lincolnshire & Rutland	6,120	3,900	2,220	5,230	3,040	2,190
South East Wales	2,730	1,730	1,000	2,500	1,500	1,000
South London	3,350	1,980	1,370	3,030	1,680	1,360
Staffordshire & Shropshire	1,590	930	670	1,530	860	660
Surrey & Sussex	3,730	2,610	1,120	3,270	2,180	1,090
Thames Valley	2,900	2,070	820	2,550	1,760	790
West London	2,530	1,370	1,160	2,250	1,110	1,140
West Yorkshire	6,700	4,810	1,880	5,820	3,950	1,860
West of England and Gloucestershire	3,120	1,690	1,430	2,750	1,320	1,420
<i>Missing District</i>	<i>850</i>	<i>330</i>	<i>510</i>	<i>790</i>	<i>280</i>	<i>510</i>
Total	96,340	63,120	33,230	84,620	51,880	32,740

Table 5: RTWC awards

Start Month	Total JCP and provider starts			Total provider starts		
	Total (1)	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Feb-10	29,280	16,860	12,420	25,560	13,320	12,240
Feb-10	1,340	990	360	1,290	940	360
Mar-10	1,660	1,250	410	1,590	1,180	410
Apr-10	850	630	230	800	580	230
May-10	980	680	300	920	620	300
Jun-10	1,610	1,060	550	1,540	990	550
Jul-10	1,210	800	420	1,150	740	410
Aug-10	970	580	400	920	530	390
Sep-10	190	120	70	180	100	70
Oct-10	580	360	220	550	330	220
Nov-10	1,640	890	750	1,570	820	750
Dec-10	510	300	210	490	280	210
Jan-11	940	550	390	890	500	390
Total	41,780	25,060	16,720	37,440	20,920	16,520

(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 Feb-10	490,230	14,200	21,650	17,150	20,980	19,420	24,580	5,160	20,470	25,770	12,920	10,050
Feb-10	9,340	320	270	400	470	480	330	210	360	380	360	230
Mar-10	9,960	340	330	320	540	460	340	150	400	420	350	210
Apr-10	9,550	320	300	270	490	380	390	160	400	360	310	220
May-10	8,980	280	260	270	460	340	300	130	390	370	290	270
Jun-10	9,680	310	340	280	450	360	400	90	450	380	360	260
Jul-10	9,500	270	260	300	410	360	460	130	480	320	330	260
Aug-10	8,870	200	280	300	370	320	370	130	340	280	330	330
Sep-10	5,630	130	190	160	230	200	250	100	200	160	200	200
Oct-10	7,020	180	230	200	360	240	240	140	180	230	330	230
Nov-10	6,990	180	210	240	330	270	260	130	180	230	370	270
Dec-10	4,180	170	30	120	260	180	40	70	280	70	330	160
Jan-11	1,860	110	40	40	60	40	40	10	150	100	100	90
Total	581,790	17,010	24,380	20,060	25,400	23,050	28,000	6,600	24,280	29,050	16,580	12,760

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 Feb-10	36,260	14,560	17,790	12,560	16,640	5,850	19,020	26,740	15,740	20,810	7,270
Feb-10	620	390	320	140	270	80	690	510	210	450	110
Mar-10	610	430	400	210	390	70	430	540	240	500	150
Apr-10	670	420	400	160	370	90	320	580	220	510	100
May-10	750	360	390	230	320	80	310	480	200	460	100
Jun-10	710	430	360	210	380	80	400	540	210	440	100
Jul-10	660	310	370	220	390	70	360	460	210	450	70
Aug-10	640	300	450	160	330	50	380	420	150	360	80
Sep-10	390	180	330	140	170	40	230	340	120	230	60
Oct-10	420	300	330	180	250	40	290	430	170	270	80
Nov-10	490	300	340	110	250	30	370	310	130	190	80
Dec-10	190	260	210	30	80	20	320	120	30	120	60
Jan-11	70	80	50	30	60	20	140	90	40	70	10
Total	42,460	18,320	21,770	14,360	19,880	6,500	23,240	31,560	17,680	24,870	8,270

Start Month	Surrey & Sussex	Thames Valley	West London	West Yorkshire	West of England and Gloucestershire	Missing District
Up to Feb-10	18,760	14,700	15,330	36,590	15,100	4,160
Feb-10	310	330	310	330	380	90
Mar-10	370	320	410	490	420	120
Apr-10	410	340	430	450	380	110
May-10	460	300	370	390	330	110
Jun-10	420	340	420	480	390	110
Jul-10	420	310	490	470	580	100
Aug-10	400	290	330	510	700	100
Sep-10	280	170	230	300	330	70
Oct-10	330	260	230	340	470	80
Nov-10	400	290	200	330	430	80
Dec-10	350	300	90	70	190	50
Jan-11	80	140	70	70	50	10
Total	22,990	18,090	18,920	40,810	19,740	5,180

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 Feb-10	61,160	1,440	2,190	1,980	3,030	2,140	4,460	580	1,490	4,460	1,390	1,290
Feb-10	3,650	120	130	90	170	140	180	40	120	200	90	110
Mar-10	4,340	160	170	120	220	200	250	40	110	230	110	90
Apr-10	2,940	80	100	90	140	130	190	30	70	160	100	80
May-10	3,050	100	100	80	170	140	170	40	80	160	110	100
Jun-10	3,390	120	130	110	150	130	190	40	110	200	110	80
Jul-10	3,010	100	100	100	190	120	160	20	90	170	90	70
Aug-10	2,910	90	90	90	170	130	150	20	80	200	110	50
Sep-10	2,810	100	90	100	170	130	110	30	100	120	80	70
Oct-10	2,770	100	90	70	140	110	100	30	90	170	80	70
Nov-10	3,330	120	100	120	180	140	120	10	120	190	110	110
Dec-10	1,260	50	30	40	80	40	40	10	50	80	40	30
Jan-11	1,730	50	60	70	100	70	80	20	50	70	60	60
Total	96,340	2,640	3,370	3,050	4,920	3,620	6,190	890	2,570	6,410	2,460	2,200

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 Feb-10	5,610	1,610	1,860	1,780	1,340	1,010	2,260	3,970	2,010	2,040	1,010
Feb-10	320	140	120	90	80	60	140	230	80	140	50
Mar-10	420	170	140	90	110	50	160	250	90	130	100
Apr-10	230	120	90	70	60	50	130	200	80	110	50
May-10	250	130	100	60	60	30	100	180	60	130	40
Jun-10	310	130	100	60	70	50	120	210	60	110	50
Jul-10	280	130	80	50	60	40	110	210	50	120	40
Aug-10	280	110	100	50	70	40	100	170	50	110	40
Sep-10	260	110	80	70	60	30	70	160	60	110	60
Oct-10	280	130	90	40	70	40	100	170	50	120	40
Nov-10	350	150	90	50	60	50	110	170	70	120	60
Dec-10	130	50	40	20	40	20	40	90	30	50	20
Jan-11	160	60	50	30	50	20	50	110	40	80	30
Total	8,880	3,040	2,950	2,460	2,130	1,490	3,470	6,120	2,730	3,350	1,590

Start Month	Surrey & Sussex	Thames Valley	West London	West Yorkshire	West of England and Gloucestershire	Missing District
Up to Feb-10	2,100	1,480	1,480	4,700	1,990	500
Feb-10	180	140	90	220	130	30
Mar-10	240	160	100	260	150	30
Apr-10	140	90	80	160	100	20
May-10	170	130	90	190	80	20
Jun-10	160	150	90	220	110	30
Jul-10	120	130	90	180	80	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	110	170	130	170	110	40
Dec-10	50	60	40	50	30	10
Jan-11	90	60	60	80	50	20
Total	3,730	2,900	2,530	6,700	3,120	850

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	73,540	67,990	5,550	52,500	47,440	5,060
Certain Infectious and Parasitic Diseases	4,290	3,120	1,170	3,520	2,390	1,130
Neoplasms	9,260	6,900	2,360	6,860	4,560	2,300
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	1,120	800	320	960	660	300
Endocrine, Nutritional and Metabolic Diseases	6,890	5,360	1,530	5,930	4,450	1,480
Mental and Behavioural Disorders	218,270	154,120	64,150	186,040	123,900	62,140
Diseases of the Nervous System	20,890	14,540	6,350	18,170	12,000	6,170
Diseases of the Eye and Adnexa	3,360	2,310	1,040	2,910	1,890	1,020
Diseases of the Ear and Mastoid Process	1,830	1,120	710	1,610	900	700
Diseases of the Circulatory System	19,180	14,530	4,660	16,290	11,760	4,530
Diseases of the Respiratory System	8,290	6,620	1,670	7,050	5,430	1,620
Diseases of the Digestive System	9,550	7,270	2,280	7,850	5,650	2,210
Diseases of the Skin and Subcutaneous System	3,410	2,640	780	2,960	2,200	760
Diseases of the Musculoskeletal system and Connective Tissue	79,160	60,040	19,110	68,620	50,110	18,520
Diseases of the Genitourinary System	4,560	3,410	1,150	3,740	2,630	1,110
Pregnancy, Childbirth and the Puerperium	1,790	1,590	200	1,120	930	190
Certain Conditions Originating in the Perinatal Period	20	20	0	20	20	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	740	430	310	590	290	300
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	61,370	46,600	14,770	51,860	37,550	14,310
Injury, Poisoning and certain other consequences of external causes	48,900	37,490	11,410	39,290	28,170	11,120
Factors influencing Health Status and Contact with Health Services	5,410	3,770	1,640	4,430	2,840	1,590
Total	581,790	440,650	141,140	482,300	345,770	136,530

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	15,180	13,620	1,570	12,950	11,420	1,530
Certain Infectious and Parasitic Diseases	680	400	280	580	310	270
Neoplasms	1,800	1,120	680	1,490	830	660
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	160	80	70	140	70	70
Endocrine, Nutritional and Metabolic Diseases	810	500	310	750	440	310
Mental and Behavioural Disorders	34,790	19,830	14,970	31,040	16,280	14,760
Diseases of the Nervous System	2,850	1,600	1,250	2,610	1,380	1,230
Diseases of the Eye and Adnexa	490	260	230	430	200	230
Diseases of the Ear and Mastoid Process	290	150	140	260	120	140
Diseases of the Circulatory System	2,720	1,740	980	2,420	1,450	970
Diseases of the Respiratory System	870	580	300	770	480	300
Diseases of the Digestive System	1,600	1,040	560	1,380	830	550
Diseases of the Skin and Subcutaneous System	500	330	170	450	280	170
Diseases of the Musculoskeletal system and Connective Tissue	12,110	7,590	4,520	10,860	6,410	4,450
Diseases of the Genitourinary System	800	510	290	700	410	290
Pregnancy, Childbirth and the Puerperium	130	100	30	90	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	9,580	6,210	3,370	8,480	5,160	3,320
Injury, Poisoning and certain other consequences of external causes	10,000	6,900	3,110	8,380	5,320	3,070
Factors influencing Health Status and Contact with Health Services	920	540	380	800	430	370
Total	96,340	63,120	33,230	84,620	51,880	32,740

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.