

**Disability and Work
Division**

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

October 2010

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 April 2010.

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 are:

526,160 Pathways starts in Provider-Led areas for 507,090 individuals, of which 432,660 starts and 424,590 individuals registered with a provider (to April 2010).

76,320 job entries for 73,830 individuals, of which 61,490 job entries were from starts which had registered with a provider for 60,320 individuals (to April 2010).

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

193,010 starts in Provider-Led Plus areas, of which 171,900 starts registered with a provider.

42,610 job entries, of which 37,590 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

This summary contains figures on *Provider-Led Pathways to Work* from data up to and including **April 2010** (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 April 2010)

526,160 starts (of which 432,660 had registered with a provider) to Provider-Led Pathways to Work for 507,090 individuals, including:

- 224,080 starts for mandatory customers in Phase 1¹ districts
- 177,850 starts for mandatory customers in Phase 2² districts
- 61,040 starts for voluntary customers in Phase 1 districts
- 63,190 starts for voluntary customers in Phase 2 districts

2.1.2 Job Entries (to April 2010)

76,320³ job entries (of which 61,490 were from starts which had registered with a provider) for 73,830 individuals, including:

- 30,050 job entries for mandatory customers in Phase 1 districts
- 21,210 job entries for mandatory customers in Phase 2 districts
- 14,180 job entries for voluntary customers in Phase 1 districts
- 10,880 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.

3 The Provider-Led Pathways to Work process

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

- 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.
- 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). 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 “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

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.

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

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 May-09	344,490	252,980	91,510	270,790	182,470	88,320
May-09	19,300	16,830	2,470	16,930	14,530	2,410
Jun-09	19,380	16,610	2,760	17,310	14,630	2,680
Jul-09	19,740	17,040	2,700	18,110	15,480	2,640
Aug-09	18,260	15,860	2,400	16,910	14,560	2,350
Sep-09	15,050	13,400	1,650	13,410	11,830	1,580
Oct-09	18,280	16,180	2,090	16,880	14,840	2,050
Nov-09	18,670	16,180	2,490	17,300	14,870	2,430
Dec-09	14,380	11,550	2,830	13,200	10,420	2,780
Jan-10	9,200	6,470	2,740	7,750	5,080	2,670
Feb-10	9,460	5,920	3,540	7,840	4,360	3,480
Mar-10	10,070	6,540	3,540	8,060	4,600	3,460
Apr-10	9,890	6,370	3,520	8,160	4,700	3,460
Total	526,160	401,930	124,230	432,660	312,350	120,310

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 district⁸⁹

District	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Birmingham & Solihull	22,620	18,080	4,540	19,140	14,880	4,260
Black Country	18,320	14,820	3,500	13,720	10,330	3,390
Central London	11,200	8,500	2,690	9,190	6,580	2,610
City & East London	13,980	10,970	3,020	12,020	9,180	2,850
Devon & Cornwall	25,620	19,730	5,890	21,450	15,660	5,780
Edinburgh Lothian & Borders	16,530	12,700	3,830	13,040	9,510	3,530
Forth Valley Fife & Tayside	17,080	14,540	2,530	11,180	8,780	2,400
Greater Manchester East & West	39,360	30,930	8,420	33,110	24,750	8,360
Lambeth, Southwark & Wandsworth	12,330	9,520	2,810	10,650	7,910	2,740
Lincolnshire & Rutland	9,780	6,110	3,670	8,250	4,660	3,590
Norfolk	12,000	8,240	3,760	10,050	6,410	3,640
North & Mid Wales	13,070	10,220	2,850	10,490	7,810	2,680
Nottinghamshire	19,020	14,940	4,080	14,710	10,780	3,930
South East Wales	16,330	12,850	3,480	13,910	10,460	3,460
West Yorkshire	37,900	31,920	5,980	31,680	25,810	5,870
Bedfordshire & Hertfordshire	15,800	12,800	3,000	13,360	10,510	2,850
Cambridgeshire & Suffolk	11,350	8,620	2,730	8,700	6,050	2,650
Cheshire & Warrington	10,980	8,580	2,400	8,900	6,580	2,310
Coventry & Warwickshire	11,340	7,830	3,510	10,110	6,670	3,450
Gloucester, Wiltshire & Swindon	11,320	7,330	3,990	9,640	5,680	3,960
Hampshire & Isle of Wight	16,420	12,800	3,620	13,830	10,290	3,540
Kent	14,240	11,460	2,790	11,470	8,780	2,690
Leicestershire & Northamptonshire	19,110	13,610	5,500	16,700	11,390	5,310
North & North East London	15,230	11,010	4,230	11,090	7,100	3,990
North East Yorkshire & the Humber	20,690	15,340	5,340	17,980	12,680	5,300
South London	15,680	11,080	4,590	12,110	7,680	4,430
Surrey & Sussex	20,090	16,170	3,920	16,460	12,750	3,710
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	16,320	12,990	3,340	13,720	10,670	3,040
The Marches	18,340	11,510	6,830	16,800	10,000	6,800
West London	12,640	8,740	3,890	9,460	5,760	3,710
West of England	11,510	7,990	3,520	9,730	6,250	3,480
Total	526,160	401,930	124,230	432,660	312,350	120,310

⁸ Figures for Cheshire, Halton & Warrington exclude figures for Halton local authority. This is due to the provider-led Pathways contract packages being determined prior to April 2008, when Halton local authority was part of Greater Mersey JCP district. Figures for Halton are therefore included under the Merseyside district in the JCP Pathways official statistics publication. This geographical assignment is consistent across all tables in this publication and in the corresponding publication on JCP areas.

⁹ Due to the district reclassification of a subset of Surrey & Sussex cases, around 2,000 claimants which were previously in the Surrey & Sussex JCP district, are now classed as Cambridgeshire & Suffolk JCP district.

Table 3 – Job entries¹⁰ 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 May-09	34,000	19,190	14,810	23,880	9,410	14,470
May-09	2,950	2,130	820	2,480	1,660	810
Jun-09	3,700	2,690	1,010	3,180	2,170	1,000
Jul-09	3,160	2,320	840	2,740	1,910	820
Aug-09	3,140	2,330	810	2,790	1,990	800
Sep-09	4,470	3,330	1,130	3,990	2,860	1,120
Oct-09	3,840	2,930	910	3,410	2,500	910
Nov-09	4,210	3,260	950	3,770	2,830	940
Dec-09	2,530	1,910	610	2,270	1,660	610
Jan-10	3,340	2,570	770	3,000	2,240	770
Feb-10	3,710	2,930	780	3,380	2,600	780
Mar-10	4,430	3,480	950	4,030	3,080	940
Apr-10	2,840	2,190	650	2,590	1,950	640
Total	76,320	51,270	25,050	61,490	36,870	24,620

¹⁰ 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
Birmingham & Solihull	2,700	1,810	900	2,370	1,500	870
Black Country	2,480	1,660	820	1,860	1,050	810
Central London	970	560	410	830	420	400
City & East London	1,120	770	340	1,000	660	340
Devon & Cornwall	5,300	3,490	1,820	4,290	2,490	1,800
Edinburgh Lothian & Borders	3,040	2,020	1,020	2,400	1,420	980
Forth Valley Fife & Tayside	3,730	2,900	840	2,710	1,890	820
Greater Manchester East & West	6,900	4,740	2,160	5,910	3,760	2,160
Lambeth, Southwark & Wandsworth	1,230	790	430	1,070	650	430
Lincolnshire & Rutland	1,500	930	580	1,140	570	570
Norfolk	2,030	1,270	750	1,550	820	730
North & Mid Wales	2,130	1,370	760	1,700	970	730
Nottinghamshire	3,340	2,290	1,050	2,640	1,610	1,030
South East Wales	2,260	1,460	800	2,020	1,220	800
West Yorkshire	5,510	4,010	1,500	4,500	3,010	1,480
Bedfordshire & Hertfordshire	1,930	1,440	490	1,540	1,060	480
Cambridgeshire & Suffolk	2,010	1,320	690	1,400	720	670
Cheshire & Warrington	1,680	1,200	480	1,220	760	460
Coventry & Warwickshire	1,430	880	550	1,200	650	550
Gloucester, Wiltshire & Swindon	1,490	900	590	1,140	550	590
Hampshire & Isle of Wight	2,180	1,560	620	1,800	1,180	610
Kent	1,890	1,370	520	1,360	850	510
Leicestershire & Northamptonshire	2,360	1,630	730	1,860	1,160	700
North & North East London	1,520	840	690	1,250	580	670
North East Yorkshire & the Humber	2,780	1,880	890	2,240	1,350	890
South London	1,860	1,090	770	1,610	850	760
Surrey & Sussex	2,880	2,070	810	2,260	1,470	790
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	2,000	1,480	520	1,590	1,100	490
The Marches	2,840	1,700	1,140	2,420	1,290	1,130
West London	1,400	770	630	1,180	560	620
West of England	1,850	1,080	780	1,470	700	780
Total	76,320	51,270	25,050	61,490	36,870	24,620

Table 5: RTWC awards

Start Month	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to May-09	19,910	11,260	8,650	13,590	5,090	8,490
May-09	1,330	930	410	1,140	740	400
Jun-09	1,910	1,350	550	1,660	1,110	550
Jul-09	1,440	1,040	400	1,250	850	390
Aug-09	1,340	960	380	1,170	800	380
Sep-09	2,230	1,600	630	1,930	1,300	630
Oct-09	1,620	1,170	450	1,370	930	450
Nov-09	1,730	1,310	420	1,490	1,080	410
Dec-09	1,140	850	300	990	690	300
Jan-10	1,360	1,000	360	1,150	800	360
Feb-10	1,480	1,110	370	1,310	940	370
Mar-10	1,840	1,420	420	1,610	1,190	420
Apr-10	920	690	230	790	570	230
Total	38,240	24,690	13,560	29,440	16,070	13,370

Table 6 – Starts for mandatory and voluntary customers by JCP district and month of starting PL Pathways with JCP¹¹

Start Month	Total	Birmingham & Solihull	Black Country	Central London	City & East London	Devon & Cornwall	Edinburgh Lothian & Borders	Forth Valley Fife & Tayside	Greater Manchester East & West	Lambeth, Southwark & Wandsworth	Lincolnshire & Rutland	Norfolk
Up to May-09	344,490	15,640	13,070	7,950	9,630	18,190	11,860	12,360	25,700	8,410	6,450	7,900
May-09	19,300	710	580	300	580	830	620	780	1,470	360	350	370
Jun-09	19,380	880	490	370	570	940	580	550	1,410	470	270	400
Jul-09	19,740	850	510	290	560	910	510	480	1,510	540	480	330
Aug-09	18,260	800	380	350	430	830	520	470	1,380	420	310	280
Sep-09	15,050	700	390	280	390	800	440	420	930	380	170	310
Oct-09	18,280	840	450	340	500	810	490	500	1,200	490	430	400
Nov-09	18,670	750	550	420	460	710	460	370	1,350	370	300	380
Dec-09	14,380	480	490	260	290	340	260	310	1,170	220	320	400
Jan-10	9,200	240	440	140	100	280	170	240	810	120	160	350
Feb-10	9,460	230	410	140	120	320	200	230	680	170	190	250
Mar-10	10,070	270	320	200	190	320	230	220	670	180	160	310
Apr-10	9,890	230	250	170	180	350	200	160	1,070	210	190	320
Total	526,160	22,620	18,320	11,200	13,980	25,620	16,530	17,080	39,360	12,330	9,780	12,000

¹¹ 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, Norfolk, Bedfordshire & Herefordshire, Hampshire & Isle of Wight and Thames Valley).

Start Month	North & Mid Wales	Nottinghamshire	South East Wales	West Yorkshire	Bedfordshire & Hertfordshire	Cambridgeshire & Suffolk	Cheshire, Halton & Warrington	Coventry & Warwickshire	Gloucester, Wiltshire & Swindon	Hampshire & Isle of Wight	Kent
Up to May-09	9,020	12,740	11,560	26,590	8,620	7,190	6,400	7,010	6,710	9,260	8,620
May-09	360	640	580	1,520	790	390	540	450	350	620	570
Jun-09	480	670	620	1,370	840	400	350	410	370	680	470
Jul-09	540	610	510	1,550	670	350	350	590	380	700	520
Aug-09	450	670	500	1,230	740	360	520	440	410	680	460
Sep-09	330	670	360	1,140	600	310	380	300	340	570	310
Oct-09	370	540	480	1,100	710	410	580	530	510	640	550
Nov-09	580	720	650	1,140	750	420	520	410	560	710	640
Dec-09	300	430	270	820	610	450	380	330	400	680	570
Jan-10	160	330	140	250	380	310	290	160	230	420	490
Feb-10	140	310	210	330	340	250	240	280	410	420	360
Mar-10	190	350	230	470	390	290	220	220	340	500	370
Apr-10	140	350	220	390	370	220	220	210	310	540	310
Total	13,070	19,020	16,330	37,900	15,800	11,350	10,980	11,340	11,320	16,420	14,240

Start Month	Leicestershire & Northamptonshire	North & North East London	North East Yorkshire & the Humber	South London	Surrey & Sussex	Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	The Marches	West London	West of England
Up to May-09	12,150	9,810	12,370	10,380	12,180	9,050	11,920	8,370	7,360
May-09	720	480	780	520	900	720	680	410	340
Jun-09	720	540	790	540	890	720	710	460	400
Jul-09	800	570	940	450	920	710	730	400	520
Aug-09	790	460	840	380	900	750	630	340	540
Sep-09	650	320	720	380	620	580	550	330	400
Oct-09	790	440	880	370	790	630	710	410	390
Nov-09	710	520	770	480	830	790	610	340	410
Dec-09	400	520	720	540	650	730	470	350	250
Jan-10	230	410	430	420	340	420	290	270	190
Feb-10	330	380	690	370	310	360	340	260	220
Mar-10	400	400	430	440	390	370	420	340	250
Apr-10	410	390	340	410	380	480	280	370	250
Total	19,110	15,230	20,690	15,680	20,090	16,320	18,340	12,640	11,510

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

Start Month	Total	Birmingham & Solihull	Black Country	Central London	City & East London	Devon & Cornwall	Edinburgh Lothian & Borders	Forth Valley Fife & Tayside	Greater Manchester East & West	Lambeth, Southwark & Wandsworth	Lincolnshire & Rutland	Norfolk
Up to May-09	34,000	1,220	1,180	450	510	2,840	1,580	1,930	3,200	560	790	990
May-09	2,950	90	80	40	30	240	130	160	220	40	60	70
Jun-09	3,700	130	120	40	60	250	160	170	280	60	60	100
Jul-09	3,160	130	110	30	40	230	120	120	290	50	40	80
Aug-09	3,140	100	100	40	50	200	130	160	270	40	60	70
Sep-09	4,470	150	150	50	70	240	140	180	400	70	80	100
Oct-09	3,840	130	130	50	50	200	110	150	350	60	60	90
Nov-09	4,210	140	110	60	70	220	140	180	380	70	80	100
Dec-09	2,530	100	80	20	40	110	90	110	240	40	30	80
Jan-10	3,340	120	110	40	60	170	100	120	300	60	50	80
Feb-10	3,710	130	100	40	60	180	110	160	330	60	60	90
Mar-10	4,430	180	130	60	50	260	130	170	440	50	80	110
Apr-10	2,840	100	90	30	40	180	80	130	230	50	50	60
Total	76,320	2,700	2,480	970	1,120	5,300	3,040	3,730	6,900	1,230	1,500	2,030

Start Month	North & Mid Wales	Nottinghamshire	South East Wales	West Yorkshire	Bedfordshire & Hertfordshire	Cambridgeshire & Suffolk	Cheshire, Halton & Warrington	Coventry & Warwickshire	Gloucester, Wiltshire & Swindon	Hampshire & Isle of Wight	Kent
Up to May-09	1,170	1,610	1,190	2,660	610	880	700	600	680	710	720
May-09	60	130	70	180	70	80	50	80	70	90	70
Jun-09	80	180	90	270	100	100	80	60	100	120	80
Jul-09	80	120	90	260	100	110	70	60	60	90	90
Aug-09	70	110	100	220	80	60	80	60	50	100	90
Sep-09	100	200	120	320	140	130	90	90	90	160	120
Oct-09	100	130	100	300	140	100	100	80	70	110	110
Nov-09	80	170	110	280	140	110	110	80	70	160	110
Dec-09	60	90	60	150	80	70	60	30	40	100	80
Jan-10	80	130	90	230	100	100	80	80	40	120	90
Feb-10	90	170	80	230	130	90	110	70	90	140	100
Mar-10	90	170	90	260	170	130	80	80	70	180	130
Apr-10	70	130	70	150	80	70	70	50	60	120	100
Total	2,130	3,340	2,260	5,510	1,930	2,010	1,680	1,430	1,490	2,180	1,890

Start Month	Leicestershire & Northamptonshire	North & North East London	North East Yorkshire & the Humber	South London	Surrey & Sussex	Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	The Marches	West London	West of England
Up to May-09	940	510	1,140	660	1,030	630	1,010	510	790
May-09	110	80	150	70	90	90	120	60	90
Jun-09	120	60	150	120	120	90	170	70	110
Jul-09	90	60	110	90	120	100	110	50	80
Aug-09	100	50	130	90	130	100	170	70	90
Sep-09	180	110	170	120	190	140	190	80	100
Oct-09	140	90	150	100	150	120	180	110	80
Nov-09	140	100	160	130	200	130	190	90	100
Dec-09	80	70	100	80	120	80	100	60	80
Jan-10	120	100	130	100	170	130	140	80	80
Feb-10	120	120	140	120	180	140	130	70	90
Mar-10	140	120	140	100	240	160	220	80	110
Apr-10	80	70	120	80	150	100	120	50	70
Total	2,360	1,520	2,780	1,860	2,880	2,000	2,840	1,400	1,850

Table 8 – Starts for mandatory and voluntary customers by main disabling condition¹²

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	75,870	70,490	5,390	52,660	47,740	4,910
Certain Infectious and Parasitic Diseases	3,690	2,700	990	3,020	2,060	960
Neoplasms	8,090	6,040	2,040	5,810	3,820	1,990
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	1,000	730	270	860	590	260
Endocrine, Nutritional and Metabolic Diseases	6,060	4,700	1,360	5,220	3,910	1,310
Mental and Behavioural Disorders	192,610	136,410	56,200	164,360	109,840	54,520
Diseases of the Nervous System	18,230	12,650	5,580	15,820	10,390	5,430
Diseases of the Eye and Adnexa	2,910	1,980	930	2,520	1,600	910
Diseases of the Ear and Mastoid Process	1,590	950	640	1,390	760	630
Diseases of the Circulatory System	17,010	12,900	4,110	14,410	10,400	4,010
Diseases of the Respiratory System	7,240	5,790	1,450	6,200	4,790	1,410
Diseases of the Digestive System	8,530	6,530	2,000	6,990	5,050	1,940
Diseases of the Skin and Subcutaneous System	3,090	2,410	680	2,680	2,010	670
Diseases of the Musculoskeletal system and Connective Tissue	70,440	53,600	16,840	60,900	44,550	16,340
Diseases of the Genitourinary System	4,040	3,070	970	3,240	2,300	940
Pregnancy, Childbirth and the Puerperium	1,630	1,460	180	1,030	860	170
Certain Conditions Originating in the Perinatal Period	10	10	0	10	10	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	640	370	270	510	240	270
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	54,650	41,860	12,780	46,080	33,660	12,420
Injury, Poisoning and certain other consequences of external causes	44,030	33,950	10,080	35,070	25,240	9,830
Factors influencing Health Status and Contact with Health Services	4,810	3,350	1,470	3,920	2,500	1,420
Total	526,160	401,930	124,230	432,660	312,350	120,310

¹²Primary 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	15,780	14,340	1,430	11,860	10,470	1,390
Certain Infectious and Parasitic Diseases	510	290	220	420	210	210
Neoplasms	1,420	930	490	980	500	480
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	120	70	50	100	50	50
Endocrine, Nutritional and Metabolic Diseases	600	370	220	510	290	220
Mental and Behavioural Disorders	25,740	14,560	11,180	21,550	10,540	11,010
Diseases of the Nervous System	2,170	1,220	950	1,850	910	940
Diseases of the Eye and Adnexa	370	180	190	310	120	190
Diseases of the Ear and Mastoid Process	230	120	110	180	70	110
Diseases of the Circulatory System	2,000	1,270	730	1,660	940	720
Diseases of the Respiratory System	650	430	220	540	320	210
Diseases of the Digestive System	1,190	770	430	950	530	420
Diseases of the Skin and Subcutaneous System	390	270	130	330	200	130
Diseases of the Musculoskeletal system and Connective Tissue	8,930	5,540	3,390	7,440	4,120	3,330
Diseases of the Genitourinary System	640	430	210	480	270	210
Pregnancy, Childbirth and the Puerperium	100	80	20	60	40	20
Certain Conditions Originating in the Perinatal Period	0	0	0	0	0	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	40	20	20	30	10	20
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	7,100	4,660	2,440	5,780	3,380	2,400
Injury, Poisoning and certain other consequences of external causes	7,610	5,280	2,330	5,880	3,590	2,280
Factors influencing Health Status and Contact with Health Services	740	450	290	600	310	280
Total	76,320	51,270	25,050	61,490	36,870	24,620

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.