

**Disability and Work
Division**

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

January 2010

Executive summary

This is the third official statistics publication on Provider-Led Pathways to Work. It contains figures on starts to the programme to July 2009 and jobs up to April 2009.

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:

402,820 Pathways starts in Provider-Led areas for 390,940 individuals, of which 317,740 starts and 312,930 individuals registered with a provider (to July 2009).

35,920 job entries for 34,890 individuals, of which 24,410 job entries started with a provider for 24,030 individuals (to April 2009).

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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 **July 2009** (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. This publication 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 July 2009)

402,820 starts (of which 317,740 had registered with a provider) to Provider-Led Pathways to Work for 390,940 individuals, including:

- 175,050 starts for mandatory customers in Phase 1¹ districts
- 129,170 starts for mandatory customers in Phase 2² districts
- 50,700 starts for voluntary customers in Phase 1 districts
- 47,900 starts for voluntary customers in Phase 2 districts

2.1.2 Job Entries (to April 2009)

35,920 job entries (of which 24,410 had registered with a provider) for 34,890 individuals, including:

- 13,480 job entries for mandatory customers in Phase 1 districts
- 7,040 job entries for mandatory customers in Phase 2 districts
- 9,730 job entries for voluntary customers in Phase 1 districts
- 5,680 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 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 out³ 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 PCA⁴. 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

³ Screening Tool: a web-based questionnaire into which IBPAs input claimants' 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.

⁴ *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 & 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 JCP⁵

| Start Month | Total JCP and provider starts | | | Total provider starts | | |
|--------------|-------------------------------|----------------|---------------|-----------------------|----------------|---------------|
| | Total | Mandatory | Voluntary | Total | Mandatory | Voluntary |
| Up to Aug-08 | 143,030 | 86,960 | 56,070 | 102,780 | 48,590 | 54,190 |
| Aug-08 | 30,740 | 23,580 | 7,160 | 23,940 | 17,010 | 6,930 |
| Sep-08 | 19,110 | 15,380 | 3,730 | 15,420 | 11,950 | 3,470 |
| Oct-08 | 22,770 | 18,160 | 4,620 | 19,380 | 15,000 | 4,380 |
| Nov-08 | 19,940 | 16,330 | 3,610 | 16,580 | 13,140 | 3,440 |
| Dec-08 | 22,390 | 18,380 | 4,010 | 19,150 | 15,260 | 3,900 |
| Jan-09 | 22,180 | 18,830 | 3,350 | 17,790 | 14,620 | 3,170 |
| Feb-09 | 20,600 | 17,880 | 2,720 | 16,290 | 13,690 | 2,600 |
| Mar-09 | 23,850 | 20,780 | 3,070 | 18,630 | 15,700 | 2,940 |
| Apr-09 | 21,270 | 18,690 | 2,590 | 17,880 | 15,380 | 2,500 |
| May-09 | 18,990 | 16,680 | 2,310 | 16,290 | 14,050 | 2,240 |
| Jun-09 | 20,520 | 17,560 | 2,970 | 18,190 | 15,310 | 2,880 |
| Jul-09 | 17,420 | 15,020 | 2,400 | 15,420 | 13,100 | 2,320 |
| Total | 402,820 | 304,220 | 98,600 | 317,740 | 222,780 | 94,960 |

⁵ Mandatory provider starts in the first two publications were defined as the date of the first provider WFI, if known, and the provider registration date if not. For better consistency, all mandatory provider starts are now defined as the provider registration date. Since the JCP start date (if unknown) is estimated from the provider start date, this has resulted in some changes to the monthly mandatory starts figures in Tables 1 and 5.

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 |
| Birmingham & Solihull | 17,990 | 14,530 | 3,460 | 14,300 | 11,120 | 3,170 |
| Black Country | 14,720 | 11,880 | 2,840 | 10,370 | 7,620 | 2,750 |
| Central London | 8,920 | 6,600 | 2,320 | 7,260 | 5,110 | 2,150 |
| City & East London | 11,280 | 8,960 | 2,320 | 9,410 | 7,170 | 2,240 |
| Devon & Cornwall | 20,620 | 15,540 | 5,080 | 16,760 | 11,790 | 4,970 |
| Edinburgh Lothian & Borders | 13,740 | 10,430 | 3,310 | 10,620 | 7,600 | 3,020 |
| Forth Valley Fife & Tayside | 13,370 | 10,530 | 2,840 | 8,150 | 5,430 | 2,720 |
| Greater Manchester East & West | 30,290 | 23,490 | 6,800 | 24,420 | 17,670 | 6,750 |
| Lambeth, Southwark & Wandsworth | 9,940 | 7,600 | 2,340 | 8,380 | 6,090 | 2,290 |
| Lincolnshire & Rutland | 6,490 | 4,000 | 2,490 | 4,910 | 2,480 | 2,430 |
| Norfolk | 9,210 | 6,170 | 3,040 | 7,350 | 4,420 | 2,930 |
| North & Mid Wales | 10,360 | 7,960 | 2,400 | 7,940 | 5,710 | 2,230 |
| Nottinghamshire | 14,850 | 11,580 | 3,280 | 11,100 | 7,980 | 3,120 |
| South East Wales | 13,160 | 10,240 | 2,920 | 10,950 | 8,060 | 2,890 |
| West Yorkshire | 30,810 | 25,550 | 5,270 | 25,130 | 19,970 | 5,160 |
| Bedfordshire & Hertfordshire | 10,990 | 8,750 | 2,230 | 8,830 | 6,740 | 2,090 |
| Cambridgeshire & Suffolk | 6,390 | 4,290 | 2,100 | 6,040 | 3,950 | 2,100 |
| Cheshire & Warrington | 7,430 | 5,600 | 1,840 | 5,280 | 3,530 | 1,750 |
| Coventry & Warwickshire | 8,470 | 5,880 | 2,580 | 7,410 | 4,880 | 2,530 |
| Gloucester, Wiltshire & Swindon | 7,840 | 4,860 | 2,980 | 6,370 | 3,410 | 2,970 |
| Hampshire & Isle of Wight | 11,270 | 8,670 | 2,600 | 8,930 | 6,400 | 2,530 |
| Kent | 11,210 | 8,520 | 2,690 | 8,610 | 6,010 | 2,600 |
| Leicestershire & Northamptonshire | 14,420 | 10,150 | 4,280 | 12,320 | 8,210 | 4,110 |
| North & North East London | 11,400 | 8,490 | 2,910 | 7,910 | 5,200 | 2,710 |
| North East Yorkshire & the Humber | 14,980 | 11,110 | 3,880 | 12,610 | 8,780 | 3,840 |
| South London | 11,840 | 8,620 | 3,230 | 8,700 | 5,610 | 3,080 |
| Surrey & Sussex | 17,150 | 13,900 | 3,260 | 11,950 | 8,940 | 3,020 |
| Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009) | 11,300 | 8,830 | 2,470 | 8,920 | 6,740 | 2,190 |
| The Marches | 14,100 | 8,750 | 5,360 | 12,800 | 7,470 | 5,330 |
| West London | 9,630 | 6,840 | 2,790 | 6,900 | 4,260 | 2,640 |
| West of England | 8,640 | 5,930 | 2,710 | 7,120 | 4,450 | 2,670 |
| Total | 402,820 | 304,220 | 98,600 | 317,740 | 222,780 | 94,960 |

Table 3 – Job entries 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-08 | 3,700 | 1,840 | 1,860 | 1,960 | 170 | 1,780 |
| May-08 | 1,850 | 990 | 860 | 1,030 | 210 | 830 |
| Jun-08 | 2,070 | 1,010 | 1,070 | 1,310 | 270 | 1,030 |
| Jul-08 | 2,250 | 1,150 | 1,100 | 1,400 | 330 | 1,070 |
| Aug-08 | 2,350 | 1,150 | 1,190 | 1,530 | 360 | 1,180 |
| Sep-08 | 3,650 | 1,880 | 1,770 | 2,360 | 650 | 1,710 |
| Oct-08 | 3,100 | 1,600 | 1,500 | 2,160 | 690 | 1,470 |
| Nov-08 | 3,070 | 1,700 | 1,370 | 2,170 | 830 | 1,340 |
| Dec-08 | 1,900 | 1,110 | 780 | 1,350 | 580 | 770 |
| Jan-09 | 2,640 | 1,650 | 990 | 1,890 | 940 | 960 |
| Feb-09 | 2,550 | 1,690 | 860 | 1,940 | 1,090 | 850 |
| Mar-09 | 3,540 | 2,430 | 1,100 | 2,740 | 1,660 | 1,080 |
| Apr-09 | 3,260 | 2,300 | 960 | 2,580 | 1,650 | 940 |
| Total | 35,920 | 20,520 | 15,400 | 24,410 | 9,430 | 14,980 |

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 | 1,320 | 820 | 500 | 920 | 450 | 470 |
| Black Country | 1,270 | 760 | 510 | 780 | 290 | 500 |
| Central London | 470 | 230 | 240 | 370 | 130 | 240 |
| City & East London | 540 | 360 | 180 | 420 | 250 | 180 |
| Devon & Cornwall | 2,950 | 1,650 | 1,300 | 2,070 | 780 | 1,290 |
| Edinburgh Lothian & Borders | 1,720 | 990 | 730 | 1,170 | 470 | 700 |
| Forth Valley Fife & Tayside | 2,020 | 1,240 | 780 | 1,250 | 490 | 760 |
| Greater Manchester East & West | 3,410 | 1,890 | 1,520 | 2,530 | 1,020 | 1,510 |
| Lambeth, Southwark & Wandsworth | 630 | 330 | 300 | 500 | 210 | 290 |
| Lincolnshire & Rutland | 840 | 460 | 380 | 530 | 170 | 360 |
| Norfolk | 1,060 | 590 | 470 | 670 | 220 | 450 |
| North & Mid Wales | 1,230 | 710 | 520 | 850 | 350 | 500 |
| Nottinghamshire | 1,780 | 1,090 | 690 | 1,190 | 530 | 660 |
| South East Wales | 1,220 | 650 | 570 | 1,000 | 430 | 560 |
| West Yorkshire | 2,760 | 1,720 | 1,050 | 1,960 | 930 | 1,030 |
| Bedfordshire & Hertfordshire | 630 | 410 | 220 | 360 | 150 | 210 |
| Cambridgeshire & Suffolk | 780 | 400 | 380 | 520 | 140 | 380 |
| Cheshire & Warrington | 740 | 440 | 310 | 430 | 150 | 280 |
| Coventry & Warwickshire | 620 | 290 | 330 | 450 | 130 | 320 |
| Gloucester, Wiltshire & Swindon | 710 | 370 | 340 | 460 | 130 | 340 |
| Hampshire & Isle of Wight | 740 | 420 | 330 | 500 | 180 | 320 |
| Kent | 770 | 480 | 290 | 410 | 130 | 280 |
| Leicestershire & Northamptonshire | 970 | 530 | 450 | 620 | 190 | 430 |
| North & North East London | 540 | 270 | 270 | 370 | 110 | 260 |
| North East Yorkshire & the Humber | 1,180 | 660 | 520 | 820 | 310 | 510 |
| South London | 700 | 350 | 360 | 540 | 190 | 350 |
| Surrey & Sussex | 1,260 | 850 | 410 | 640 | 260 | 380 |
| Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009) | 680 | 430 | 260 | 370 | 150 | 220 |
| The Marches | 1,070 | 540 | 540 | 790 | 260 | 530 |
| West London | 520 | 240 | 280 | 390 | 110 | 270 |
| West of England | 810 | 390 | 420 | 550 | 130 | 420 |
| Total | 35,920 | 20,520 | 15,400 | 24,410 | 9,430 | 14,980 |

Table 5 – Starts for mandatory and voluntary customers by JCP district and month of starting PL Pathways with JCP

| 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 Aug-08 | 143,030 | 7,280 | 6,570 | 3,450 | 4,790 | 9,040 | 5,970 | 6,610 | 12,870 | 4,030 | 3,350 | 3,980 |
| Aug-08 | 30,740 | 1,440 | 940 | 650 | 800 | 1,550 | 1,070 | 870 | 1,570 | 890 | 440 | 630 |
| Sep-08 | 19,110 | 810 | 520 | 430 | 520 | 950 | 610 | 580 | 1,020 | 400 | 280 | 360 |
| Oct-08 | 22,770 | 930 | 650 | 540 | 490 | 940 | 660 | 620 | 1,380 | 470 | 370 | 410 |
| Nov-08 | 19,940 | 690 | 610 | 380 | 400 | 950 | 570 | 500 | 1,320 | 390 | 270 | 360 |
| Dec-08 | 22,390 | 800 | 650 | 490 | 550 | 950 | 650 | 610 | 1,570 | 520 | 350 | 390 |
| Jan-09 | 22,180 | 870 | 780 | 590 | 610 | 890 | 680 | 630 | 1,460 | 530 | 360 | 470 |
| Feb-09 | 20,600 | 840 | 780 | 420 | 470 | 900 | 620 | 560 | 1,460 | 400 | 320 | 500 |
| Mar-09 | 23,850 | 950 | 910 | 510 | 640 | 960 | 650 | 550 | 1,690 | 510 | 370 | 500 |
| Apr-09 | 21,270 | 980 | 740 | 460 | 550 | 920 | 550 | 590 | 1,590 | 400 | 200 | 450 |
| May-09 | 18,990 | 720 | 580 | 320 | 560 | 820 | 620 | 680 | 1,520 | 370 | 70 | 420 |
| Jun-09 | 20,520 | 880 | 490 | 390 | 550 | 910 | 580 | 400 | 1,580 | 480 | 60 | 490 |
| Jul-09 | 17,420 | 810 | 510 | 300 | 360 | 850 | 510 | 170 | 1,260 | 560 | 60 | 250 |
| Total | 402,820 | 17,990 | 14,720 | 8,920 | 11,280 | 20,620 | 13,740 | 13,370 | 30,290 | 9,940 | 6,490 | 9,210 |

| Start Month | North & Mid Wales | Nottinghamshire | South East Wales | West Yorkshire | Bedfordshire & Hertfordshire | Cambridgeshire & Suffolk | Cheshire & Warrington | Coventry & Warwickshire | Gloucester, Wiltshire & Swindon | Hampshire & Isle of Wight | Kent |
|--------------|-------------------|-----------------|------------------|----------------|------------------------------|--------------------------|-----------------------|-------------------------|---------------------------------|---------------------------|---------------|
| Up to Aug-08 | 4,470 | 6,110 | 5,640 | 12,800 | 2,540 | 1,810 | 2,070 | 2,130 | 2,320 | 2,550 | 3,000 |
| Aug-08 | 720 | 1,120 | 1,010 | 2,110 | 800 | 450 | 620 | 790 | 770 | 790 | 870 |
| Sep-08 | 520 | 680 | 560 | 1,300 | 500 | 300 | 390 | 510 | 490 | 590 | 450 |
| Oct-08 | 530 | 790 | 690 | 1,670 | 660 | 400 | 500 | 600 | 550 | 710 | 700 |
| Nov-08 | 460 | 610 | 570 | 1,550 | 610 | 420 | 490 | 520 | 420 | 610 | 580 |
| Dec-08 | 430 | 690 | 600 | 1,440 | 670 | 430 | 530 | 520 | 500 | 900 | 740 |
| Jan-09 | 490 | 780 | 610 | 1,320 | 720 | 360 | 470 | 490 | 470 | 810 | 620 |
| Feb-09 | 460 | 700 | 600 | 1,370 | 620 | 410 | 480 | 440 | 430 | 720 | 620 |
| Mar-09 | 490 | 780 | 700 | 1,390 | 890 | 460 | 530 | 580 | 420 | 860 | 690 |
| Apr-09 | 470 | 780 | 510 | 1,600 | 750 | 430 | 490 | 440 | 390 | 780 | 490 |
| May-09 | 370 | 640 | 580 | 1,510 | 800 | 320 | 390 | 450 | 350 | 650 | 580 |
| Jun-09 | 470 | 680 | 610 | 1,370 | 940 | 320 | 240 | 410 | 370 | 750 | 1,350 |
| Jul-09 | 500 | 530 | 480 | 1,390 | 480 | 270 | 240 | 590 | 380 | 560 | 520 |
| Total | 10,360 | 14,850 | 13,160 | 30,810 | 10,990 | 6,390 | 7,430 | 8,470 | 7,840 | 11,270 | 11,210 |

| 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 Aug-08 | 3,770 | 3,150 | 3,760 | 3,470 | 4,110 | 2,500 | 3,900 | 2,720 | 2,270 |
| Aug-08 | 1,380 | 900 | 1,330 | 1,030 | 1,560 | 830 | 1,260 | 720 | 840 |
| Sep-08 | 850 | 610 | 950 | 660 | 880 | 540 | 840 | 540 | 510 |
| Oct-08 | 890 | 750 | 1,020 | 820 | 1,100 | 660 | 960 | 650 | 680 |
| Nov-08 | 640 | 760 | 910 | 790 | 940 | 750 | 780 | 620 | 490 |
| Dec-08 | 880 | 850 | 930 | 800 | 1,060 | 780 | 950 | 650 | 550 |
| Jan-09 | 860 | 810 | 820 | 740 | 1,060 | 860 | 900 | 610 | 510 |
| Feb-09 | 880 | 690 | 820 | 600 | 1,010 | 720 | 730 | 580 | 490 |
| Mar-09 | 1,050 | 710 | 970 | 910 | 1,240 | 850 | 780 | 740 | 590 |
| Apr-09 | 980 | 620 | 890 | 600 | 1,020 | 740 | 880 | 560 | 440 |
| May-09 | 720 | 480 | 790 | 520 | 980 | 760 | 680 | 410 | 340 |
| Jun-09 | 720 | 540 | 800 | 540 | 1,250 | 790 | 710 | 460 | 400 |
| Jul-09 | 810 | 540 | 1,000 | 370 | 960 | 540 | 740 | 370 | 520 |
| Total | 14,420 | 11,400 | 14,980 | 11,840 | 17,150 | 11,300 | 14,100 | 9,630 | 8,640 |

Table 6 – 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-08 | 3,700 | 170 | 180 | 70 | 60 | 550 | 260 | 370 | 560 | 90 | 130 | 140 |
| May-08 | 1,850 | 70 | 70 | 20 | 30 | 210 | 100 | 110 | 190 | 40 | 50 | 70 |
| Jun-08 | 2,070 | 80 | 70 | 30 | 30 | 200 | 90 | 140 | 210 | 40 | 70 | 70 |
| Jul-08 | 2,250 | 90 | 90 | 20 | 30 | 220 | 110 | 130 | 220 | 30 | 60 | 80 |
| Aug-08 | 2,350 | 70 | 90 | 20 | 30 | 180 | 130 | 140 | 210 | 40 | 60 | 80 |
| Sep-08 | 3,650 | 140 | 140 | 30 | 50 | 250 | 150 | 190 | 300 | 60 | 90 | 120 |
| Oct-08 | 3,100 | 100 | 110 | 50 | 50 | 220 | 120 | 150 | 260 | 50 | 70 | 90 |
| Nov-08 | 3,070 | 100 | 100 | 40 | 50 | 210 | 130 | 120 | 300 | 60 | 50 | 70 |
| Dec-08 | 1,900 | 80 | 60 | 30 | 40 | 110 | 90 | 70 | 190 | 30 | 50 | 40 |
| Jan-09 | 2,640 | 100 | 90 | 30 | 40 | 150 | 110 | 120 | 230 | 50 | 50 | 60 |
| Feb-09 | 2,550 | 110 | 70 | 40 | 40 | 150 | 110 | 150 | 210 | 40 | 40 | 70 |
| Mar-09 | 3,540 | 110 | 110 | 50 | 50 | 250 | 170 | 200 | 280 | 50 | 80 | 80 |
| Apr-09 | 3,260 | 130 | 100 | 40 | 40 | 250 | 160 | 140 | 260 | 50 | 50 | 80 |
| Total | 35,920 | 1,320 | 1,270 | 470 | 540 | 2,950 | 1,720 | 2,020 | 3,410 | 630 | 840 | 1,060 |

| Start Month | North & Mid Wales | Nottinghamshire | South East Wales | West Yorkshire | Bedfordshire & Hertfordshire | Cambridgeshire & Suffolk | Cheshire & Warrington | Coventry & Warwickshire | Gloucester, Wiltshire & Swindon | Hampshire & Isle of Wight | Kent |
|--------------|----------------------|-----------------|------------------------|-------------------|---------------------------------|-----------------------------|--------------------------|----------------------------|---------------------------------------|------------------------------|------------|
| Up to May-08 | 170 | 250 | 170 | 320 | 10 | 10 | 10 | 10 | 10 | 10 | 20 |
| May-08 | 80 | 100 | 100 | 190 | 30 | 40 | 30 | 20 | 30 | 30 | 30 |
| Jun-08 | 80 | 120 | 90 | 210 | 30 | 40 | 40 | 40 | 40 | 30 | 40 |
| Jul-08 | 90 | 110 | 80 | 200 | 40 | 60 | 50 | 40 | 50 | 40 | 40 |
| Aug-08 | 80 | 110 | 100 | 200 | 40 | 60 | 60 | 50 | 60 | 40 | 50 |
| Sep-08 | 130 | 170 | 130 | 260 | 60 | 120 | 100 | 60 | 80 | 80 | 80 |
| Oct-08 | 110 | 130 | 100 | 220 | 90 | 70 | 60 | 60 | 60 | 70 | 80 |
| Nov-08 | 80 | 140 | 70 | 230 | 60 | 50 | 80 | 70 | 70 | 70 | 90 |
| Dec-08 | 50 | 90 | 60 | 110 | 40 | 50 | 40 | 30 | 40 | 60 | 50 |
| Jan-09 | 80 | 130 | 70 | 210 | 50 | 70 | 50 | 50 | 80 | 70 | 70 |
| Feb-09 | 70 | 110 | 70 | 170 | 50 | 60 | 50 | 50 | 60 | 80 | 60 |
| Mar-09 | 110 | 170 | 100 | 260 | 60 | 100 | 70 | 70 | 70 | 90 | 80 |
| Apr-09 | 100 | 160 | 90 | 200 | 80 | 60 | 100 | 70 | 70 | 90 | 90 |
| Total | 1,230 | 1,780 | 1,220 | 2,760 | 630 | 780 | 740 | 620 | 710 | 740 | 770 |

| 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-08 | 10 | 0 | 30 | 0 | 30 | 10 | 20 | 0 | 30 |
| May-08 | 30 | 10 | 40 | 10 | 50 | 20 | 30 | 10 | 20 |
| Jun-08 | 50 | 20 | 40 | 20 | 50 | 30 | 40 | 20 | 50 |
| Jul-08 | 50 | 20 | 70 | 30 | 50 | 40 | 70 | 20 | 40 |
| Aug-08 | 70 | 40 | 70 | 40 | 70 | 40 | 70 | 30 | 40 |
| Sep-08 | 120 | 60 | 110 | 70 | 150 | 80 | 130 | 70 | 100 |
| Oct-08 | 110 | 60 | 120 | 70 | 120 | 60 | 130 | 60 | 70 |
| Nov-08 | 120 | 60 | 110 | 90 | 130 | 70 | 110 | 60 | 80 |
| Dec-08 | 60 | 40 | 50 | 60 | 90 | 50 | 60 | 40 | 60 |
| Jan-09 | 90 | 60 | 110 | 70 | 120 | 60 | 80 | 50 | 70 |
| Feb-09 | 80 | 50 | 110 | 60 | 110 | 60 | 100 | 60 | 80 |
| Mar-09 | 100 | 70 | 150 | 90 | 160 | 90 | 130 | 60 | 90 |
| Apr-09 | 90 | 60 | 160 | 90 | 120 | 80 | 110 | 70 | 80 |
| Total | 970 | 540 | 1,180 | 700 | 1,260 | 680 | 1,070 | 520 | 810 |

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.