

**Disability and Work
Division**

**Jobcentre Plus
Pathways to Work:
Official Statistics**

October 2011

Executive summary

This is the final official statistics publication of Jobcentre Plus-led Pathways to Work. It contains figures on starts to the programme and jobs up to the end of the programme – 31st March 2011 – for Jobcentre Plus areas.

The headline figures, cumulative to the end of the programme, are:

- 1,805,730 Pathways starts for 1,252,500 individuals and;
- 302,360 job entries for 241,700 individuals.

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

295,840 starts in Jobcentre Plus areas.

47,560 job entries.

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 8245

Contents

1	Introduction	4
1.1	Jobcentre Plus Pathways to Work	4
1.1.1	Summary	4
1.1.2	Background	4
2	Headline Statistics	5
2.1	Starts, WFIs, Choices and Job Entries	5
2.1.1	Starts	5
2.1.2	Initial Work Focused Interviews (WFIs)	5
2.1.3	Repeat WFIs and Voluntary WFIs	5
2.1.4	Choices	5
2.1.5	Job Entries and Return to Work Credit (RTWC)	5
3	The Jobcentre Plus Pathways to Work process.....	7
3.1	The key aspects of the Jobcentre Plus Pathways to Work process...7	
3.2	Mandatory Extension of Pathways to Existing Customers.....	8
3.3	Pathways to Work roll out schedule	9
	Annex A: Jobcentre Plus Pathways to Work Breakdowns	13
	Annex B: Technical Note	26

1 Introduction

1.1 Jobcentre Plus Pathways to Work

1.1.1 Summary

The *Jobcentre Plus-led Pathways to Work* programme has now ceased to operate, having ended on 31st March 2011. Benefit 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.

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

1.1.2 Background

Pathways to Work is an initiative aimed at improving opportunities for people on incapacity benefits¹. The process involves a series of mandatory Work Focused Interviews (WFIs) together with the Choices package, which is a range of provision aimed at improving labour market readiness and opportunities. *Pathways to Work* is primarily aimed at new incapacity benefits customers but is also available to existing customers on a voluntary basis.

¹ 'Incapacity benefits' is a generic term covering contributory Incapacity Benefit, Incapacity Benefit in Youth, Income Support (on the grounds of incapacity), Severe Disablement Allowance and (since October 2008) Employment and Support Allowance.

2 Headline Statistics

These figures are for all Jobcentre Plus led Pathways to Work customers. They are cumulative to the end of the programme, unless otherwise stated. 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, WFIs, Choices and Job Entries

2.1.1 Starts

1,805,730 starts to Pathways to Work, for 1,252,500 individuals

2.1.2 Initial Work Focused Interviews (WFIs)

766,300 mandatory initial WFIs, of which:

- 727,950 were for new/repeat customers and
- 38,360 were for the mandatory extension to existing customers

2.1.3 Repeat WFIs and Voluntary WFIs

1,301,710 mandatory repeat WFIs, of which:

- 1,258,630 were for new/repeat customers, and
- 43,080 were for the mandatory extension to existing customers

365,740 voluntary WFIs attended in total (to 31st March 2011)

2.1.4 Choices

308,130 starts to Choices programmes, for 242,280 individuals, including:

- 142,180 NDDP starts
- 123,880 Condition Management Programme referrals and
- 42,070 other programme starts²

2.1.5 Job Entries and Return to Work Credit (RTWC)

- 302,360 job entries for 241,700 individuals (to 31st March 2011³).

² Work Choice, Work Preparation, Workstep, Programme Centres, Work Based Learning for Adults (England), Training for Work (Scotland) and Work Trials.

³ Job entries data is taken from HMRC data. Figures for the most recent months may be revised upwards as further data becomes available. Due to improvements in HMRC data processing, monthly job entries from April 2009 onwards have increased by around 4% per month, based on previous JCP Pathways publications.

- Including 159,550 RTWC awards for 115,640 individuals (to 31st March 2011) which are counted in the job entries total.

3 The Jobcentre Plus Pathways to Work process

3.1 The key aspects of the Jobcentre Plus Pathways to Work process

- 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). 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.
- 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 WCA. In most ESA Pathways cases this process should be complete within 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.
- Following the initial WFI, customers must go on 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 out⁵ of the mandatory Pathways process at the first WFI could elect 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.

⁵ 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

- The *Choices* package is available to all customers in Pathways districts. This is a range of provision aimed at improving labour market readiness and opportunities. Key aspects of Choices are the New Deal for Disabled People (NDDP) and the Condition Management Programmes (CMPs). The CMPs are run in co-operation with local health providers with the aim of helping the customer manage his or her disability or health condition.
- Return to Work Credit (RTWC) – customers who enter work can qualify for 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.

3.2 Mandatory Extension of Pathways to Existing Customers

In an additional pilot, Pathways was extended, on a mandatory basis, to some existing IB customers. In the seven original pilot districts, Pathways was extended to customers whose Incapacity Benefit claims started in the two years immediately prior to the roll-out of Pathways and this commenced in February 2005. A further extension to customers whose Incapacity Benefit claims started between two and six years prior to the roll-out of Pathways commenced in April 2006. In one district (Somerset) this was extended to customers of all durations.

The Pathways process for the extension to existing IB customers differed in that no screening tool was applied, and there were only three mandatory WFIs at four week intervals. Additionally, those who are PCA exempt were not required to attend any WFIs.

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.

3.3 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%

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 local authority was previously counted as part of Greater Mersey JCP-led district	JCP
	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 this publication.

Annex A: Jobcentre Plus Pathways to Work Breakdowns

Totals may not sum due to rounding

Table 1: Month entered Pathways to Work

Start Month	Total	New Customers (1)	Voluntary Existing Customers	Mandatory Existing Customers
Up to Apr 10	1,509,890	1,398,100	72,400	39,390
Apr-10	25,200	24,890	310	.
May-10	23,800	23,520	280	.
Jun-10	25,640	25,320	320	.
Jul-10	26,870	26,570	300	.
Aug-10	23,730	23,430	310	.
Sep-10	25,210	24,890	320	.
Oct-10	23,970	23,660	320	.
Nov-10	24,870	24,510	360	.
Dec-10	20,260	20,070	190	.
Jan-11	23,990	23,700	290	.
Feb-11	24,320	24,060	260	.
Mar-11	27,990	27,780	210	.
Total	1,805,730	1,690,480	75,870	39,390

(1) To (and inc.) Oct 06: Initial JCP contacts plus customers where claim start identified after Pathways roll-out. From Oct-06: Pathways marker on JCP system set.

Table 2: Month entered Pathways to Work by District (new and voluntary customers)

Start Month	Central Scotland	Cumbria & Lancashire	Derbyshire	Dorset, Somerset, Wiltshire & Swindon	Durham & Tees Valley	Essex	Greater Manchester Central, Cheshire & Warrington	Merseyside	North Scotland	Northumbria, Tyne & Wear	South East Wales
Up to Apr 10	144,620	173,940	92,650	65,830	99,420	118,930	65,150	107,570	44,030	124,940	23,050
Apr-10	2,700	2,650	1,100	1,160	1,830	1,540	1,390	2,360	920	2,270	540
May-10	2,500	2,650	1,040	1,120	1,710	1,460	1,280	2,330	890	2,150	500
Jun-10	2,630	2,850	1,050	1,210	1,950	1,510	1,410	2,430	980	2,210	500
Jul-10	2,680	3,000	1,310	1,390	2,100	1,490	1,500	2,550	970	2,570	560
Aug-10	2,440	2,570	1,120	1,210	1,750	1,410	1,290	2,180	890	2,140	510
Sep-10	2,540	2,720	1,220	1,350	1,900	1,520	1,380	2,360	910	2,330	520
Oct-10	2,410	2,730	1,070	1,240	1,790	1,440	1,260	2,110	880	2,120	520
Nov-10	2,560	2,680	1,150	1,220	1,900	1,450	1,250	2,200	950	2,350	520
Dec-10	2,130	2,220	900	1,050	1,630	1,150	1,110	1,910	750	1,830	390
Jan-11	2,460	2,640	1,080	1,220	1,880	1,290	1,380	2,120	890	2,110	510
Feb-11	2,650	2,740	1,040	1,110	1,770	1,470	1,340	2,320	890	2,130	550
Mar-11	2,950	3,000	1,110	1,380	2,200	1,760	1,620	2,740	970	2,680	570
Total	175,270	206,390	105,830	80,490	121,820	136,410	81,350	135,160	54,930	151,820	29,230

Start Month	South West Wales	South Yorkshire	Staffordshire & Shropshire	West Scotland	<i>Non-Pathways / Missing District</i>
Up to Apr 10	118,380	87,090	48,950	89,460	<i>66,490</i>
Apr-10	1,870	1,880	1,180	1,560	<i>260</i>
May-10	1,770	1,450	1,220	1,490	<i>260</i>
Jun-10	1,850	1,750	1,260	1,630	<i>430</i>
Jul-10	1,790	1,780	1,300	1,570	<i>310</i>
Aug-10	1,590	1,760	1,180	1,430	<i>260</i>
Sep-10	1,760	1,790	1,310	1,480	<i>140</i>
Oct-10	1,830	1,750	1,190	1,410	<i>230</i>
Nov-10	1,770	1,680	1,230	1,530	<i>450</i>
Dec-10	1,430	1,250	1,000	1,340	<i>170</i>
Jan-11	1,800	1,670	1,230	1,440	<i>280</i>
Feb-11	1,780	1,570	1,110	1,530	<i>330</i>
Mar-11	1,970	1,760	1,330	1,560	<i>420</i>
Total	139,580	107,170	63,480	107,420	<i>70,010</i>

Table 3: WFIs attended (new customers)

Month WFI attended	Total	Initial WFI	1st Repeat WFI	2nd Repeat WFI	3rd Repeat WFI	4th Repeat WFI	5th Repeat WFI
Up to Apr 10	1,622,410	622,420	318,180	234,640	181,890	145,470	119,810
Apr-10	44,930	13,510	6,810	7,610	6,520	5,700	4,780
May-10	39,510	13,580	4,590	5,440	5,870	5,240	4,800
Jun-10	39,980	14,160	4,800	4,750	5,480	5,600	5,190
Jul-10	37,030	13,770	4,910	4,160	4,390	4,910	4,890
Aug-10	32,480	13,010	4,360	3,630	3,620	3,800	4,070
Sep-10	34,220	13,600	4,780	4,050	3,800	3,870	4,110
Oct-10	29,140	9,530	4,860	3,890	3,730	3,580	3,560
Nov-10	25,010	3,450	5,170	4,640	4,110	3,850	3,790
Dec-10	17,040	1,970	3,150	3,260	3,140	2,800	2,730
Jan-11	22,450	2,500	3,950	4,210	4,240	3,960	3,600
Feb-11	19,590	2,750	3,300	3,370	3,380	3,440	3,350
Mar-11	22,780	3,710	3,630	3,770	3,770	3,820	4,090
Total	1,986,580	727,950	372,470	287,430	233,930	196,040	168,760

Table 4: Choices Package starts

Month of start	Total	NDDP	Condition Management (referrals)	Other Programme Starts (2)
Up to Apr 10	260,130	120,050	107,120	32,960
Apr-10	5,710	2,700	2,330	680
May-10	5,290	2,410	2,180	700
Jun-10	5,660	2,630	2,360	660
Jul-10	5,590	2,780	2,210	590
Aug-10	5,030	2,500	2,010	520
Sep-10	5,040	2,570	1,890	570
Oct-10	6,390	2,300	1,660	2,430
Nov-10	3,210	1,660	1,040	510
Dec-10	1,450	620	470	360
Jan-11	2,070	1,040	390	640
Feb-11	1,580	690	130	760
Mar-11	990	210	80	690
Total	308,130	142,180	123,880	42,070

(2) Starts to Work Based Learning for Adults (WBLA (England & Wales)), Training for Work (TFW (Scotland)), Programme Centres, Residential Work-based Training, Work Trials, Work Choice (from October 2010), Work Preparation and Workstep.

Table 5: RTWC awards

Month RTWC awarded	Total (3)	New Mandatory Customers	Voluntary Existing Customers	Mandatory Existing Customers
Up to Apr 10	142,400	126,550	12,920	2,930
Apr-10	1,190	1,130	50	0
May-10	1,310	1,250	60	0
Jun-10	2,280	2,180	100	0
Jul-10	1,630	1,580	50	0
Aug-10	1,400	1,340	60	0
Sep-10	370	350	20	0
Oct-10	970	940	30	0
Nov-10	2,430	2,310	120	0
Dec-10	790	760	30	0
Jan-11	1,320	1,260	50	0
Feb-11	1,510	1,450	60	0
Mar-11	1,970	1,880	90	0
Total	159,550	142,980	13,620	2,940

(3) 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 6a: Job entries

Month of job entry	Total	New Mandatory Customers	Voluntary Existing Customers	Mandatory Existing Customers
Up to Apr-10	254,800	232,760	18,340	3,700
Apr-10	4,190	4,080	110	0
May-10	4,370	4,270	110	0
Jun-10	4,760	4,650	120	0
Jul-10	4,340	4,260	90	0
Aug-10	4,480	4,400	80	0
Sep-10	4,370	4,270	100	0
Oct-10	4,370	4,290	70	0
Nov-10	4,960	4,820	140	0
Dec-10	1,950	1,910	40	0
Jan-11	3,050	2,980	70	0
Feb-11	3,170	3,100	70	0
Mar-11	3,550	3,460	90	0
Total	302,360	279,250	19,410	3,700

Table 6b: Job entries by District and month of job entry (new and voluntary customers)

Start Month	Central Scotland	Cumbria & Lancashire	Derbyshire	Dorset, Somerset, Wiltshire & Swindon	Durham & Tees Valley	Essex	Greater Manchester Central, Cheshire & Warrington	Merseyside	North Scotland	Northumbria, Tyne & Wear	South East Wales
Up to Apr 10	22,990	31,520	17,180	12,590	17,050	15,350	8,990	15,700	7,530	20,710	3,870
Apr-10	370	420	180	230	310	210	160	370	160	400	90
May-10	370	440	190	200	360	260	210	350	180	420	120
Jun-10	400	500	190	250	350	250	230	380	190	380	100
Jul-10	330	440	220	240	350	230	190	360	180	410	90
Aug-10	400	460	200	220	360	210	200	350	210	410	100
Sep-10	330	480	210	260	310	240	240	360	170	410	120
Oct-10	320	470	220	200	330	240	220	400	140	410	90
Nov-10	410	490	250	260	310	250	270	430	140	380	110
Dec-10	150	190	100	90	120	110	100	210	60	150	40
Jan-11	240	290	130	170	230	140	150	270	90	270	90
Feb-11	260	320	140	180	220	190	150	240	110	240	70
Mar-11	280	350	140	210	260	180	150	260	120	280	90
Total	26,860	36,380	19,340	15,100	20,560	17,860	11,250	19,700	9,250	24,860	4,980

Start Month	South West Wales	South Yorkshire	Staffordshire & Shropshire	West Scotland	<i>Non-Pathways / Missing District</i>
Up to Apr 10	23,290	13,260	6,790	17,020	17,270
Apr-10	350	280	190	270	200
May-10	350	270	220	230	210
Jun-10	390	310	220	240	400
Jul-10	290	290	220	250	260
Aug-10	330	290	240	260	240
Sep-10	390	300	240	200	100
Oct-10	400	320	230	200	200
Nov-10	400	390	220	240	420
Dec-10	140	150	100	100	140
Jan-11	240	230	150	130	250
Feb-11	250	210	150	160	290
Mar-11	280	230	170	170	380
Total	27,080	16,540	9,130	19,450	20,350

Table 7: Month entered Pathways to Work by main disabling condition⁶

Main Disabling Condition	Total	New Customers (1)	Voluntary Existing Customers	Mandatory Existing Customers
Claimants without any diagnosis code on the system	266,420	257,050	6,840	2,540
Certain Infectious and Parasitic Diseases	12,170	11,630	360	180
Neoplasms	36,300	35,330	660	300
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	2,360	2,220	100	50
Endocrine, Nutritional and Metabolic Diseases	16,070	14,900	700	480
Mental and Behavioural Disorders	653,470	601,550	35,940	15,980
Diseases of the Nervous System	48,690	44,080	3,050	1,570
Diseases of the Eye and Adnexa	6,240	5,780	310	150
Diseases of the Ear and Mastoid Process	4,060	3,690	230	150
Diseases of the Circulatory System	56,950	52,870	2,400	1,670
Diseases of the Respiratory System	26,300	24,630	1,010	660
Diseases of the Digestive System	30,830	29,080	1,140	610
Diseases of the Skin and Subcutaneous System	11,670	11,020	420	230
Diseases of the Musculoskeletal system and Connective Tissue	218,760	200,380	10,480	7,910
Diseases of the Genitourinary System	13,060	12,340	480	250
Pregnancy, Childbirth and the Puerperium	11,160	11,020	90	40
Certain Conditions Originating in the Perinatal Period	80	80	0	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	1,870	1,700	140	40
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	189,410	178,810	6,630	3,980
Injury, Poisoning and certain other consequences of external causes	180,840	174,420	4,120	2,310
Factors influencing Health Status and Contact with Health Services	19,040	17,930	800	310
Total	1,805,730	1,690,480	75,870	39,390

⁶ Primary 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 8: Job entries by main disabling condition

Main Disabling Condition	Total	New Customers (1)	Voluntary Existing Customers	Mandatory Existing Customers
Claimants without any diagnosis code on the system	54,750	51,710	2,930	110
Certain Infectious and Parasitic Diseases	1,830	1,720	90	20
Neoplasms	5,460	5,230	190	40
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	360	320	30	10
Endocrine, Nutritional and Metabolic Diseases	2,180	2,010	140	40
Mental and Behavioural Disorders	106,280	96,350	8,190	1,740
Diseases of the Nervous System	6,790	6,010	650	130
Diseases of the Eye and Adnexa	920	830	80	10
Diseases of the Ear and Mastoid Process	750	660	60	20
Diseases of the Circulatory System	8,300	7,650	550	100
Diseases of the Respiratory System	2,870	2,660	180	30
Diseases of the Digestive System	5,020	4,640	320	70
Diseases of the Skin and Subcutaneous System	1,870	1,730	110	20
Diseases of the Musculoskeletal system and Connective Tissue	35,800	32,480	2,670	650
Diseases of the Genitourinary System	2,520	2,350	130	30
Pregnancy, Childbirth and the Puerperium	620	600	20	0
Certain Conditions Originating in the Perinatal Period	10	10	0	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	150	120	20	0
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	29,460	27,400	1,680	380
Injury, Poisoning and certain other consequences of external causes	33,420	31,950	1,190	280
Factors influencing Health Status and Contact with Health Services	3,040	2,840	180	30
Total	302,360	279,250	19,410	3,700

Pathways to Work - New Customers activity by month of entry

Cohort Table 1 Choices package, Job entries and Return To Work Credit (RTWC) -NEW CUSTOMERS ONLY

Month of Pathways to Work start	Number of Pathways starts	Starts to Choices (4)				Jobs Total Job starts	Total number of RTWC awards	RTWC Number of RTWC awards with Job recorded
		Total	NDDP	Condition Management	other programmes (non-New Deal)			
Up to Apr 10	1,398,100	207,930	116,510	55,490	35,930	256,130	134,980	60,720
Apr-10	24,890	2,620	1,590	760	280	3,080	970	510
May-10	23,520	2,250	1,400	660	190	2,700	840	390
Jun-10	25,320	2,250	1,390	640	220	3,010	1,010	370
Jul-10	26,570	2,030	1,280	530	220	2,820	880	380
Aug-10	23,430	1,460	940	350	180	2,340	820	330
Sep-10	24,890	860	530	140	200	1,910	420	170
Oct-10	23,660	560	340	80	130	1,730	480	150
Nov-10	24,510	340	230	40	70	1,810	800	160
Dec-10	20,070	180	120	20	40	1,060	330	70
Jan-11	23,700	110	90	0	30	1,130	420	60
Feb-11	24,060	60	40	0	20	870	470	40
Mar-11	27,780	20	10	0	10	680	570	40
Total	1,690,480	220,660	124,450	58,700	37,510	279,250	142,980	63,390

(4) Starts are not mutually exclusive e.g. a customer could start NDDP and CMP.

Cohort Table 2 Pathways to Work activity following Initial WFI-NEW CUSTOMERS ONLY

Month of Pathways to Work start	Number of Initial WFIs	Starts to Choices (4)				Job starts	RTWC	
		Total	NDDP	Condition Management	Other programmes (non-New Deal)	Total Job starts	Total number of RTWC awards	Number of RTWC awards with Job recorded on JOT/NDDP/Workstep
Up to Apr 10	622,420	170,900	99,390	50,000	21,520	134,080	65,480	46,450
Apr-10	13,510	2,270	1,400	690	180	1,700	560	410
May-10	13,580	1,970	1,250	610	110	1,480	440	300
Jun-10	14,160	1,960	1,230	590	140	1,470	380	270
Jul-10	13,770	1,730	1,110	490	130	1,340	410	280
Aug-10	13,010	1,150	760	310	90	920	350	230
Sep-10	13,600	380	240	90	50	300	120	80
Oct-10	9,530	160	100	30	30	150	70	40
Nov-10	3,450	80	60	10	10	90	40	20
Dec-10	1,970	20	20	10	0	50	20	10
Jan-11	2,500	10	10	0	0	20	10	0
Feb-11	2,750
Mar-11	3,710
Total	727,950	180,650	105,570	52,810	22,270	141,600	67,870	48,090

(4) Starts are not mutually exclusive e.g. a customer could start NDDP and CMP.

Cohort Table 3 Benefit Off-flows-NEW CUSTOMERS ONLY

Month of Pathways to Work start	Number of Benefit claims identified (5)	Benefit Off-flows (New Customers)	% who we know to have left benefit
Up to Apr 10	1,111,300	802,450	72%
Apr-10	22,920	14,690	64%
May-10	21,580	13,360	62%
Jun-10	23,070	13,800	60%
Jul-10	24,440	14,130	58%
Aug-10	21,430	11,630	54%
Sep-10	22,930	11,940	52%
Oct-10	21,800	10,630	49%
Nov-10	22,250	9,800	44%
Dec-10	18,480	7,470	40%
Jan-11	21,660	6,670	31%
Feb-11	21,850	4,400	20%
Mar-11	24,390	2,280	9%
Total	1,378,090	923,250	67%

(5) Proportions will increase for later months as more benefit records are received

Some short-term claims will be missed as the Incapacity Benefit data is based on a 6 weekly scan. This means that claims that start and end between two scan dates will not be picked up.

Annex B: Technical Note

The data for this official statistics publication comes from the Pathways Evaluation Database. This database picks up actions for all individuals who enter Pathways, which makes it possible to track their progress through the process. This means that in addition to giving in-month statistics on key aspects of the Pathways process this publication includes analyses of activity by month of inflow, which gives a better picture of how customers flow through the process. The Pathways Evaluation Database is derived from a number of sources: Jobcentre Plus's Labour Market System (LMS), the National Benefits Database, the Job Outcome Target (JOT) database, the Pathways Screening Tool data, the New Deal for Disabled People (NDDP) Evaluation Database, Return to Work Credit (RTWC) payments data and various other programme databases.

Revised database: The Pathways Evaluation Database underwent a significant process of redevelopment during 2007/08. This was triggered by the need to incorporate new data feeds from LMS and JOT and the opportunity has been taken to improve the overall efficiency and accuracy of the computer code used to compile the database. One of the implications of redeveloping the database is that some historical data series may alter due to the more effective methods of merging data from different sources that are now being used. This report is the eighth to be based on outputs from the revised database. This report is the fourth one to include ESA cases.

Customer Type

Customer type (mandatory or voluntary) is derived from the LMS database.

Job entries

Job entry figures presented in the report are derived from HMRC job information, RTWC data and specialist employment programme data.

Data protection issue

All cell values within the tables have been rounded to the nearest ten; values of “. “ are nil or negligible, and values of “-” are not calculated. This is to reduce the risk of disclosure, that is, the risk of being able to infer the identity of an individual customer from information given in the report tables. This does mean that the sum of cell values will be unlikely to equal their respective column totals.