

**Disability and Work
Division**

Provider-Led Pathways to Work: Official Statistics

January 2011

Executive summary

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

552,640 Pathways starts in Provider-Led areas for 531,430 individuals, of which 454,450 starts and 446,010 individuals registered with a provider (to July 2010).

87,570 job entries for 84,660 individuals, of which 71,510 job entries were from starts which had registered with a provider for 70,140 individuals (to July 2010).

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

192,450 starts in Provider-Led areas, of which 171,430 starts registered with a provider.

43,800 job entries, of which 38,610 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 **July 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 July 2010)

552,640 starts (of which 454,450 had registered with a provider) to Provider-Led Pathways to Work for 531,430 individuals, including:

- 232,130 starts for mandatory customers in Phase 1¹ districts
- 186,830 starts for mandatory customers in Phase 2² districts
- 65,030 starts for voluntary customers in Phase 1 districts
- 68,660 starts for voluntary customers in Phase 2 districts

2.1.2 Job Entries (to July 2010)

87,570³ job entries (of which 71,510 were from starts which had registered with a provider) for 84,660 individuals, including:

- 34,320 job entries for mandatory customers in Phase 1 districts
- 25,160 job entries for mandatory customers in Phase 2 districts
- 15,640 job entries for voluntary customers in Phase 1 districts
- 12,470 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 Aug-09	401,980	302,420	99,560	322,780	226,570	96,210
Aug-09	18,220	15,810	2,410	16,860	14,500	2,360
Sep-09	14,960	13,290	1,680	13,320	11,710	1,610
Oct-09	18,210	16,080	2,130	16,810	14,730	2,080
Nov-09	18,610	16,100	2,500	17,230	14,790	2,440
Dec-09	14,330	11,480	2,840	13,150	10,340	2,800
Jan-10	9,210	6,480	2,740	7,760	5,090	2,670
Feb-10	9,460	5,950	3,510	7,840	4,390	3,450
Mar-10	10,110	6,600	3,510	8,130	4,700	3,430
Apr-10	9,630	6,190	3,440	7,950	4,560	3,390
May-10	9,050	6,050	3,000	7,380	4,420	2,960
Jun-10	9,840	6,350	3,490	8,020	4,580	3,440
Jul-10	9,050	6,160	2,890	7,230	4,400	2,830
Total	552,640	418,950	133,690	454,450	324,770	129,680

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	23,420	18,550	4,860	19,800	15,210	4,590
Black Country	19,200	15,460	3,740	14,480	10,850	3,630
Central London	11,790	8,840	2,950	9,660	6,790	2,860
City & East London	14,650	11,280	3,370	12,560	9,360	3,210
Devon & Cornwall	26,850	20,620	6,230	22,570	16,450	6,120
Edinburgh Lothian & Borders	17,120	13,010	4,110	13,490	9,690	3,800
Forth Valley Fife & Tayside	17,970	15,340	2,630	11,750	9,260	2,490
Greater Manchester East & West	40,730	31,840	8,890	34,170	25,350	8,820
Lambeth, Southwark & Wandsworth	12,860	9,750	3,110	11,130	8,090	3,040
Lincolnshire & Rutland	10,190	6,460	3,730	8,580	4,920	3,650
Norfolk	12,390	8,470	3,920	10,340	6,540	3,800
North & Mid Wales	13,770	10,700	3,070	11,100	8,200	2,900
Nottinghamshire	20,010	15,610	4,400	15,480	11,230	4,250
South East Wales	16,980	13,290	3,700	14,480	10,810	3,670
West Yorkshire	39,220	32,890	6,330	32,720	26,500	6,220
Bedfordshire & Hertfordshire	16,360	13,150	3,200	13,760	10,720	3,050
Cambridgeshire & Suffolk	12,050	9,150	2,910	9,230	6,410	2,820
Cheshire & Warrington	11,750	9,140	2,610	9,500	6,980	2,520
Coventry & Warwickshire	11,920	8,200	3,710	10,590	6,940	3,650
Gloucester, Wiltshire & Swindon	12,070	7,920	4,150	10,300	6,180	4,120
Hampshire & Isle of Wight	17,270	13,310	3,960	14,520	10,640	3,880
Kent	15,190	12,180	3,010	12,330	9,420	2,910
Leicestershire & Northamptonshire	20,280	14,330	5,950	17,700	11,940	5,760
North & North East London	16,430	11,590	4,830	12,040	7,440	4,600
North East Yorkshire & the Humber	21,700	16,010	5,690	18,830	13,180	5,640
South London	16,760	11,600	5,170	13,020	8,020	5,000
Surrey & Sussex	21,410	17,140	4,270	17,560	13,510	4,050
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	17,000	13,350	3,650	14,250	10,910	3,340
The Marches	19,170	12,070	7,110	17,550	10,470	7,080
West London	13,690	9,110	4,580	10,370	5,990	4,380
West of England	12,470	8,600	3,860	10,600	6,780	3,820
Total	552,640	418,950	133,690	454,450	324,770	129,680

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 Aug-09	44,160	26,550	17,600	32,560	15,330	17,230
Aug-09	3,180	2,370	820	2,820	2,000	810
Sep-09	4,560	3,410	1,150	4,070	2,930	1,140
Oct-09	3,960	3,020	940	3,510	2,580	930
Nov-09	4,310	3,350	960	3,870	2,920	960
Dec-09	2,610	1,990	620	2,340	1,720	620
Jan-10	3,580	2,780	800	3,200	2,410	790
Feb-10	3,910	3,100	810	3,560	2,750	810
Mar-10	4,590	3,610	980	4,150	3,180	970
Apr-10	3,010	2,320	690	2,750	2,070	690
May-10	3,190	2,380	810	2,880	2,080	800
Jun-10	3,520	2,490	1,020	3,130	2,110	1,020
Jul-10	3,010	2,100	910	2,680	1,780	900
Total	87,570	59,470	28,100	71,510	43,860	27,650

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	3,060	2,090	980	2,690	1,740	940
Black Country	2,820	1,920	900	2,170	1,280	890
Central London	1,090	650	440	930	500	430
City & East London	1,290	900	390	1,160	770	390
Devon & Cornwall	5,880	3,890	1,990	4,820	2,850	1,980
Edinburgh Lothian & Borders	3,400	2,300	1,110	2,720	1,650	1,070
Forth Valley Fife & Tayside	4,180	3,280	900	3,090	2,200	890
Greater Manchester East & West	7,840	5,480	2,360	6,770	4,420	2,360
Lambeth, Southwark & Wandsworth	1,390	900	480	1,220	750	480
Lincolnshire & Rutland	1,900	1,150	750	1,500	760	740
Norfolk	2,270	1,440	830	1,760	960	810
North & Mid Wales	2,340	1,530	800	1,890	1,120	770
Nottinghamshire	3,770	2,580	1,190	3,010	1,840	1,170
South East Wales	2,490	1,610	880	2,230	1,360	870
West Yorkshire	6,250	4,600	1,650	5,140	3,510	1,630
Bedfordshire & Hertfordshire	2,290	1,740	560	1,850	1,320	540
Cambridgeshire & Suffolk	2,320	1,560	770	1,660	910	750
Cheshire & Warrington	2,060	1,480	580	1,550	1,000	550
Coventry & Warwickshire	1,650	1,030	610	1,390	780	610
Gloucester, Wiltshire & Swindon	1,690	1,050	640	1,300	660	640
Hampshire & Isle of Wight	2,610	1,880	730	2,190	1,470	720
Kent	2,230	1,630	590	1,650	1,070	580
Leicestershire & Northamptonshire	2,720	1,920	800	2,170	1,390	780
North & North East London	1,810	1,010	810	1,500	710	800
North East Yorkshire & the Humber	3,190	2,180	1,010	2,610	1,610	1,000
South London	2,200	1,280	930	1,930	1,010	920
Surrey & Sussex	3,420	2,480	930	2,700	1,800	900
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	2,420	1,800	620	1,990	1,400	590
The Marches	3,270	1,990	1,290	2,820	1,540	1,280
West London	1,640	910	730	1,390	670	720
West of England	2,110	1,230	880	1,700	830	880
Total	87,570	59,470	28,100	71,510	43,860	27,650

Table 5: RTWC awards

	Total JCP and provider starts			Total provider starts		
Start Month	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Aug-09	24,480	14,520	9,960	17,560	7,770	9,790
Aug-09	1,330	960	380	1,170	790	370
Sep-09	2,220	1,590	630	1,920	1,300	620
Oct-09	1,620	1,170	450	1,370	920	450
Nov-09	1,710	1,300	410	1,470	1,070	410
Dec-09	1,140	850	290	980	690	290
Jan-10	1,360	1,000	360	1,150	790	360
Feb-10	1,480	1,110	360	1,300	940	360
Mar-10	1,840	1,420	420	1,600	1,190	420
Apr-10	940	710	230	810	580	230
May-10	1,100	790	310	930	620	310
Jun-10	1,800	1,250	560	1,540	990	560
Jul-10	1,320	900	420	1,130	720	420
Total	42,320	27,560	14,770	32,930	18,360	14,570

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 Aug-09	401,980	17,990	14,630	8,870	11,310	20,890	13,510	14,230	29,880	9,740	7,540	8,900
Aug-09	18,220	800	380	340	430	830	520	490	1,370	420	310	280
Sep-09	14,960	700	400	280	390	810	440	420	920	370	170	300
Oct-09	18,210	840	450	350	500	810	490	510	1,180	490	420	380
Nov-09	18,610	750	550	420	460	730	460	380	1,330	370	290	380
Dec-09	14,330	490	490	270	290	360	260	320	1,130	220	310	380
Jan-10	9,210	260	440	140	100	290	180	250	790	130	160	320
Feb-10	9,460	260	410	140	120	330	200	260	630	170	160	230
Mar-10	10,110	310	330	210	190	330	230	260	620	190	160	280
Apr-10	9,630	270	270	220	180	380	190	250	690	230	170	270
May-10	9,050	210	280	190	180	290	220	230	780	170	170	240
Jun-10	9,840	290	280	190	250	400	220	220	760	170	190	270
Jul-10	9,050	250	300	180	260	410	200	150	670	190	160	160
Total	552,640	23,420	19,200	11,790	14,650	26,850	17,120	17,970	40,730	12,860	10,190	12,390

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 Aug-09	10,420	14,590	13,320	31,040	10,790	8,340	7,620	8,480	7,820	11,190	10,140
Aug-09	450	670	510	1,230	730	360	520	450	410	670	460
Sep-09	330	660	360	1,150	570	310	370	300	330	560	310
Oct-09	370	530	480	1,110	680	420	580	530	510	630	550
Nov-09	590	720	660	1,140	710	420	510	410	570	690	640
Dec-09	310	440	290	820	580	450	380	330	390	650	580
Jan-10	170	350	130	260	370	310	290	160	230	410	490
Feb-10	150	340	220	340	330	250	240	280	410	400	360
Mar-10	210	390	240	490	370	290	220	220	340	450	370
Apr-10	160	400	230	440	330	220	230	200	310	460	310
May-10	230	320	190	380	290	230	270	180	270	400	290
Jun-10	210	330	200	470	330	220	280	180	190	470	380
Jul-10	180	280	170	340	270	230	240	200	290	310	340
Total	13,770	20,010	16,980	39,220	16,360	12,050	11,750	11,920	12,070	17,270	15,190

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-09	14,400	11,380	14,870	11,880	14,870	11,100	14,030	9,620	8,610
Aug-09	790	460	840	380	900	740	630	340	540
Sep-09	650	320	720	380	620	560	540	330	400
Oct-09	790	440	880	370	800	620	710	420	390
Nov-09	710	520	770	480	830	780	610	340	410
Dec-09	400	520	720	530	650	710	470	350	260
Jan-10	230	420	420	420	340	420	290	270	190
Feb-10	330	380	690	360	320	350	340	260	210
Mar-10	410	410	440	440	390	330	430	340	250
Apr-10	410	400	320	420	410	370	290	360	240
May-10	390	360	330	380	460	310	280	300	230
Jun-10	370	400	410	360	430	400	300	380	310
Jul-10	380	430	300	360	400	320	250	400	440
Total	20,280	16,430	21,700	16,760	21,410	17,000	19,170	13,690	12,470

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 Aug-09	44,160	1,570	1,500	570	650	3,570	2,000	2,410	3,980	710	1,020	1,230
Aug-09	3,180	100	100	40	50	200	130	170	270	40	70	70
Sep-09	4,560	150	150	60	60	250	140	180	410	70	100	100
Oct-09	3,960	140	130	60	60	200	110	160	360	60	70	90
Nov-09	4,310	140	110	60	70	220	150	180	370	70	90	100
Dec-09	2,610	90	80	30	40	110	90	120	250	50	40	80
Jan-10	3,580	120	130	40	60	180	100	120	310	60	70	80
Feb-10	3,910	140	100	40	60	190	120	170	340	60	80	90
Mar-10	4,590	180	130	60	50	260	140	170	440	50	100	120
Apr-10	3,010	110	90	30	40	180	90	140	240	50	70	60
May-10	3,190	110	90	40	50	170	100	120	270	60	50	90
Jun-10	3,520	130	110	40	60	190	140	140	310	40	80	70
Jul-10	3,010	100	100	30	40	160	100	120	290	50	60	90
Total	87,570	3,060	2,820	1,090	1,290	5,880	3,400	4,180	7,840	1,390	1,900	2,270

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 Aug-09	1,400	2,030	1,460	3,410	890	1,160	920	810	900	1,010	960
Aug-09	70	110	100	230	80	60	80	70	50	100	90
Sep-09	110	190	130	310	150	130	90	100	100	160	120
Oct-09	100	130	100	320	150	100	110	80	70	110	110
Nov-09	90	170	120	300	140	110	120	80	70	160	110
Dec-09	60	90	70	150	80	70	70	40	40	100	80
Jan-10	90	140	90	250	110	100	90	80	50	120	90
Feb-10	90	170	90	250	140	90	130	80	90	140	110
Mar-10	100	180	90	270	170	130	100	80	80	190	130
Apr-10	70	130	80	170	80	80	80	60	60	130	110
May-10	60	140	60	190	110	100	100	60	60	140	110
Jun-10	60	140	60	240	120	100	100	60	70	130	120
Jul-10	40	150	40	170	90	100	70	50	50	130	100
Total	2,340	3,770	2,490	6,250	2,290	2,320	2,060	1,650	1,690	2,610	2,230

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-09	1,270	730	1,560	950	1,380	900	1,420	700	1,080
Aug-09	100	50	130	90	130	100	170	70	90
Sep-09	190	110	180	130	190	140	190	80	100
Oct-09	140	100	150	110	150	120	180	110	90
Nov-09	150	100	180	140	210	130	190	90	100
Dec-09	90	80	100	80	120	80	100	70	80
Jan-10	130	110	140	100	180	130	150	80	80
Feb-10	130	120	150	130	180	150	140	70	90
Mar-10	150	130	150	110	250	170	230	80	120
Apr-10	90	70	130	80	160	100	120	60	70
May-10	110	60	100	90	170	130	140	70	60
Jun-10	100	90	120	90	170	150	130	70	80
Jul-10	90	90	100	110	120	130	110	70	60
Total	2,720	1,810	3,190	2,200	3,420	2,420	3,270	1,640	2,110

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	75,540	70,080	5,460	52,530	47,550	4,980
Certain Infectious and Parasitic Diseases	3,950	2,870	1,090	3,230	2,180	1,050
Neoplasms	8,680	6,460	2,220	6,260	4,100	2,160
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	1,060	760	300	900	620	290
Endocrine, Nutritional and Metabolic Diseases	6,470	4,990	1,480	5,560	4,130	1,430
Mental and Behavioural Disorders	204,190	143,670	60,520	173,810	115,010	58,790
Diseases of the Nervous System	19,410	13,430	5,980	16,800	10,970	5,830
Diseases of the Eye and Adnexa	3,110	2,110	1,000	2,700	1,720	980
Diseases of the Ear and Mastoid Process	1,700	1,030	670	1,480	820	660
Diseases of the Circulatory System	18,020	13,600	4,420	15,230	10,920	4,310
Diseases of the Respiratory System	7,690	6,120	1,570	6,560	5,030	1,530
Diseases of the Digestive System	9,030	6,870	2,150	7,370	5,280	2,090
Diseases of the Skin and Subcutaneous System	3,230	2,500	730	2,800	2,080	720
Diseases of the Musculoskeletal system and Connective Tissue	74,490	56,350	18,140	64,330	46,700	17,630
Diseases of the Genitourinary System	4,300	3,220	1,080	3,470	2,420	1,050
Pregnancy, Childbirth and the Puerperium	1,710	1,520	190	1,080	900	180
Certain Conditions Originating in the Perinatal Period	20	10	0	10	10	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	680	390	290	540	260	280
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	57,820	43,900	13,920	48,690	35,140	13,550
Injury, Poisoning and certain other consequences of external causes	46,460	35,540	10,920	36,970	26,310	10,660
Factors influencing Health Status and Contact with Health Services	5,090	3,520	1,570	4,130	2,610	1,520
Total	552,640	418,950	133,690	454,450	324,770	129,680

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	16,500	15,000	1,500	12,520	11,060	1,460
Certain Infectious and Parasitic Diseases	600	360	240	490	260	240
Neoplasms	1,670	1,100	560	1,190	640	550
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	150	80	70	120	60	60
Endocrine, Nutritional and Metabolic Diseases	690	440	250	600	350	250
Mental and Behavioural Disorders	30,130	17,550	12,580	25,480	13,080	12,400
Diseases of the Nervous System	2,510	1,450	1,060	2,140	1,090	1,050
Diseases of the Eye and Adnexa	430	230	200	360	160	200
Diseases of the Ear and Mastoid Process	260	140	120	210	90	120
Diseases of the Circulatory System	2,410	1,570	850	2,020	1,190	830
Diseases of the Respiratory System	770	520	240	640	400	240
Diseases of the Digestive System	1,420	950	460	1,130	680	450
Diseases of the Skin and Subcutaneous System	450	300	150	380	230	140
Diseases of the Musculoskeletal system and Connective Tissue	10,540	6,730	3,810	8,920	5,180	3,740
Diseases of the Genitourinary System	730	490	240	560	320	230
Pregnancy, Childbirth and the Puerperium	110	90	20	70	50	20
Certain Conditions Originating in the Perinatal Period	0	0	0	0	0	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	50	30	20	40	20	20
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	8,420	5,610	2,800	6,980	4,220	2,760
Injury, Poisoning and certain other consequences of external causes	8,920	6,310	2,610	6,990	4,420	2,570
Factors influencing Health Status and Contact with Health Services	850	520	330	690	370	320
Total	87,570	59,470	28,100	71,510	43,860	27,650

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.