

**Disability and Work  
Division**

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

April 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 October 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, cumulative to October 2010, are:

573,990 Pathways starts in Provider-Led areas for 551,280 individuals, of which 472,640 starts and 463,280 individuals registered with a provider

96,170 job entries for 92,910 individuals, of which 79,280 job entries were from starts which had registered with a provider for 77,720 individuals.

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

192,140 starts in Provider-Led Plus areas, of which 171,300 starts registered with a provider.

43,760 job entries, of which 38,560 job entries were from starts which had registered with a provider.

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# Contents

- 1 Introduction..... 4
  - 1.1 Provider-Led Pathways to Work..... 4
    - 1.1.1 Summary..... 4
    - 1.1.2 Background..... 4
- 2 Headline Statistics ..... 5
  - 2.1 Starts and Job Entries ..... 5
    - 2.1.1 Starts (to October 2010)..... 5
    - 2.1.2 Job Entries (to October 2010) ..... 5
- 3 The Provider-Led Pathways to Work process ..... 6
  - 3.1 The key aspects of the Provider Led Pathways to Work process are:..... 7
- 4 Pathways to Work Roll-Out Schedule..... 9
- Annex A: Provider-Led Pathways to Work Monthly and Regional (JCP District) Breakdowns..... 10
- Annex B: Technical Note ..... 23

# 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 **October 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 7<sup>th</sup> 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 October 2010)

573,990 starts (of which 472,640 had registered with a provider) to Provider-Led Pathways to Work for 551,280 individuals, including:

- 239,650 starts for mandatory customers in Phase 1<sup>1</sup> districts
- 195,820 starts for mandatory customers in Phase 2<sup>2</sup> districts
- 66,970 starts for voluntary customers in Phase 1 districts
- 71,540 starts for voluntary customers in Phase 2 districts

#### 2.1.2 Job Entries (to October 2010)

96,170<sup>3</sup> job entries (of which 79,280 were from starts which had registered with a provider) for 92,910 individuals, including:

- 37,270 job entries for mandatory customers in Phase 1 districts
- 28,030 job entries for mandatory customers in Phase 2 districts
- 16,870 job entries for voluntary customers in Phase 1 districts
- 14,000 job entries for voluntary customers in Phase 2 districts

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<sup>1</sup> Phase 1 commenced in December 2007. A full roll-out schedule is included in section 4.

<sup>2</sup> Phase 2 commenced in April 2008. A full roll-out schedule is included in section 4.

<sup>3</sup> Job entry information for the most recent months may be revised upwards as more data becomes available. Due to improvements in HMRC data processing, monthly job entries from April 2009 onwards have increased by around 3% per month, based on previous PL Pathways publications.

These job entries include 44,190 RTWC awards (of which 34,470 were from starts which had registered with a provider) for 42,620 individuals.

# 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 out<sup>4</sup> 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 PCA<sup>5</sup>. 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

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<sup>4</sup> 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.

<sup>5</sup> *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

<b>Date</b>	<b>Phase</b>	<b>Approximate Percentage Great Britain Coverage</b>	<b>Cumulative Percentage Coverage</b>
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%

<b>Provider-Led Pathways phase 1 districts</b>	<b>Provider-Led Pathways phase 2 districts</b>
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<sup>6 7</sup>

Start Month	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Nov-09	452,700	346,910	105,780	369,550	267,220	102,330
Nov-09	18,590	16,080	2,510	17,210	14,770	2,450
Dec-09	14,330	11,490	2,840	13,160	10,360	2,800
Jan-10	9,220	6,480	2,740	7,780	5,110	2,680
Feb-10	9,450	5,960	3,490	7,850	4,420	3,430
Mar-10	10,100	6,620	3,480	8,160	4,760	3,410
Apr-10	9,660	6,240	3,420	8,010	4,630	3,370
May-10	9,100	6,130	2,970	7,460	4,530	2,930
Jun-10	9,850	6,410	3,450	8,070	4,680	3,390
Jul-10	9,560	6,570	2,990	7,830	4,890	2,940
Aug-10	8,940	6,740	2,200	7,410	5,270	2,150
Sep-10	5,610	4,570	1,040	4,450	3,450	1,000
Oct-10	6,870	5,280	1,590	5,700	4,160	1,540
<b>Total</b>	<b>573,990</b>	<b>435,470</b>	<b>138,510</b>	<b>472,640</b>	<b>338,240</b>	<b>134,400</b>

<sup>6</sup> 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 1<sup>st</sup> 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.

<sup>7</sup> As of 15th March 2010, customers only start with a provider on Provider-Led Pathways once the result of their Work Capability Assessment (WCA) is known. As a result, the number of monthly starts to Pathways from January 2010 onwards will be lower than in previous months.

Table 2 – Starts for mandatory and voluntary customers by JCP district<sup>89</sup>

District	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Birmingham & Solihull	24,180	19,140	5,040	20,480	15,710	4,770
Black Country	19,870	15,980	3,890	15,050	11,270	3,780
Central London	12,190	9,100	3,080	9,990	6,990	3,000
City & East London	14,940	11,460	3,470	12,760	9,450	3,310
Devon & Cornwall	27,880	21,440	6,450	23,500	17,160	6,340
Edinburgh Lothian & Borders	17,560	13,320	4,240	13,810	9,890	3,930
Forth Valley Fife & Tayside	18,530	15,890	2,640	12,110	9,610	2,500
Greater Manchester East & West	42,020	32,870	9,150	35,210	26,130	9,080
Lambeth, Southwark & Wandsworth	13,230	9,990	3,240	11,440	8,270	3,170
Lincolnshire & Rutland	10,520	6,790	3,730	8,860	5,200	3,660
Norfolk	12,660	8,650	4,010	10,530	6,650	3,890
North & Mid Wales	14,270	11,090	3,180	11,520	8,510	3,010
Nottinghamshire	20,770	16,280	4,490	16,050	11,710	4,340
South East Wales	17,490	13,690	3,800	14,910	11,140	3,770
West Yorkshire	40,520	33,960	6,560	33,870	27,420	6,450
Bedfordshire & Hertfordshire	16,740	13,440	3,300	14,030	10,880	3,150
Cambridgeshire & Suffolk	12,640	9,620	3,020	9,750	6,820	2,940
Cheshire & Warrington	12,470	9,720	2,750	10,150	7,500	2,650
Coventry & Warwickshire	12,330	8,480	3,850	10,980	7,190	3,790
Gloucester, Wiltshire & Swindon	12,880	8,610	4,270	11,050	6,810	4,240
Hampshire & Isle of Wight	17,850	13,770	4,080	15,020	11,040	3,990
Kent	16,010	12,890	3,120	13,060	10,060	3,010
Leicestershire & Northamptonshire	21,410	15,260	6,150	18,750	12,800	5,950
North & North East London	17,220	12,060	5,170	12,680	7,750	4,920
North East Yorkshire & the Humber	22,670	16,760	5,900	19,700	13,840	5,860
South London	17,450	11,980	5,480	13,600	8,300	5,300
Surrey & Sussex	22,430	17,940	4,490	18,470	14,220	4,260
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	17,580	13,810	3,770	14,720	11,260	3,460
The Marches	19,750	12,490	7,260	18,060	10,830	7,230
West London	14,390	9,480	4,910	10,890	6,200	4,690
West of England	13,550	9,510	4,040	11,640	7,650	4,000
<b>Total</b>	<b>573,990</b>	<b>435,470</b>	<b>138,510</b>	<b>472,640</b>	<b>338,240</b>	<b>134,400</b>

<sup>8</sup> 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.

<sup>9</sup> 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 entries<sup>10</sup> 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 Nov-09	55,660	35,230	20,430	42,800	22,760	20,040
Nov-09	4,310	3,350	960	3,860	2,910	950
Dec-09	2,610	1,990	620	2,340	1,730	610
Jan-10	3,580	2,790	790	3,200	2,420	790
Feb-10	3,940	3,130	810	3,560	2,760	800
Mar-10	4,570	3,590	990	4,140	3,170	970
Apr-10	3,020	2,330	690	2,760	2,080	680
May-10	3,190	2,380	810	2,880	2,080	800
Jun-10	3,580	2,550	1,030	3,190	2,160	1,020
Jul-10	3,130	2,190	940	2,810	1,880	940
Aug-10	3,000	2,040	950	2,660	1,710	950
Sep-10	2,800	1,890	900	2,570	1,680	900
Oct-10	2,800	1,830	970	2,520	1,550	960
<b>Total</b>	<b>96,170</b>	<b>65,310</b>	<b>30,870</b>	<b>79,280</b>	<b>48,880</b>	<b>30,400</b>

<sup>10</sup> 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	3,300	2,250	1,060	2,910	1,880	1,020
Black Country	3,080	2,110	980	2,410	1,450	970
Central London	1,190	700	480	1,010	540	470
City & East London	1,450	990	460	1,300	850	450
Devon & Cornwall	6,250	4,140	2,110	5,150	3,060	2,090
Edinburgh Lothian & Borders	3,660	2,460	1,200	2,940	1,780	1,160
Forth Valley Fife & Tayside	4,530	3,590	940	3,390	2,470	920
Greater Manchester East & West	8,640	6,090	2,550	7,510	4,970	2,540
Lambeth, Southwark & Wandsworth	1,530	990	540	1,350	820	530
Lincolnshire & Rutland	2,040	1,250	790	1,630	850	780
Norfolk	2,490	1,570	910	1,970	1,070	890
North & Mid Wales	2,500	1,640	860	2,040	1,210	830
Nottinghamshire	4,100	2,820	1,290	3,300	2,030	1,270
South East Wales	2,650	1,710	940	2,380	1,450	940
West Yorkshire	6,750	4,980	1,770	5,570	3,820	1,750
Bedfordshire & Hertfordshire	2,580	1,960	630	2,120	1,510	610
Cambridgeshire & Suffolk	2,590	1,750	850	1,900	1,070	830
Cheshire & Warrington	2,250	1,630	620	1,700	1,110	600
Coventry & Warwickshire	1,820	1,140	680	1,550	870	680
Gloucester, Wiltshire & Swindon	1,880	1,180	710	1,460	760	700
Hampshire & Isle of Wight	2,950	2,130	830	2,510	1,690	820
Kent	2,480	1,840	650	1,880	1,250	630
Leicestershire & Northamptonshire	2,990	2,070	920	2,410	1,520	900
North & North East London	2,070	1,130	940	1,740	820	920
North East Yorkshire & the Humber	3,480	2,380	1,100	2,880	1,790	1,090
South London	2,480	1,410	1,060	2,190	1,130	1,060
Surrey & Sussex	3,790	2,750	1,040	3,040	2,040	1,000
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	2,780	2,040	740	2,320	1,610	710
The Marches	3,640	2,220	1,410	3,170	1,760	1,410
West London	1,880	1,020	860	1,610	760	850
West of England	2,360	1,380	980	1,940	960	980
<b>Total</b>	<b>96,170</b>	<b>65,310</b>	<b>30,870</b>	<b>79,280</b>	<b>48,880</b>	<b>30,400</b>

Table 5: RTWC awards

Start Month	Total JCP and provider starts			Total provider starts		
	Total (1)	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Nov-09	29,570	18,200	11,370	21,960	10,770	11,190
Nov-09	1,720	1,310	410	1,470	1,070	410
Dec-09	1,130	840	290	980	690	290
Jan-10	1,360	1,000	350	1,140	790	350
Feb-10	1,470	1,110	360	1,300	940	360
Mar-10	1,830	1,410	420	1,600	1,190	410
Apr-10	930	710	230	800	580	230
May-10	1,080	780	300	920	620	300
Jun-10	1,800	1,250	550	1,540	990	550
Jul-10	1,330	910	420	1,150	730	410
Aug-10	1,070	680	390	910	520	390
Sep-10	220	150	70	160	90	70
Oct-10	690	470	220	540	320	220
<b>Total</b>	<b>44,190</b>	<b>28,810</b>	<b>15,380</b>	<b>34,470</b>	<b>19,290</b>	<b>15,180</b>

(1) RTWC award starts for September and October 2010 are lower than expected due to a problem with the RTWC database. Missing claims for these two months will appear as a RTWC award start in November 2010.

Table 6 – Starts for mandatory and voluntary customers by JCP district and month of starting PL Pathways with JCP<sup>11</sup>

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 Nov-09	452,700	20,250	15,850	9,810	12,600	23,380	14,890	15,690	33,270	10,980	8,410	9,780
Nov-09	18,590	750	550	420	460	750	460	390	1,330	370	280	380
Dec-09	14,330	490	490	270	280	380	260	330	1,130	220	310	380
Jan-10	9,220	260	440	140	100	290	180	260	780	130	160	310
Feb-10	9,450	270	410	140	120	340	200	270	620	170	160	220
Mar-10	10,100	330	320	210	190	340	230	270	610	190	150	270
Apr-10	9,660	300	270	220	180	390	200	270	680	230	160	270
May-10	9,100	260	280	190	180	300	220	250	750	180	160	250
Jun-10	9,850	330	280	200	250	400	230	260	720	170	170	260
Jul-10	9,560	260	300	200	260	460	200	200	670	190	140	170
Aug-10	8,940	280	300	170	180	370	210	140	650	130	180	140
Sep-10	5,610	190	160	70	60	250	100	90	390	110	120	80
Oct-10	6,870	210	200	140	80	240	190	80	410	170	130	150
<b>Total</b>	<b>573,990</b>	<b>24,180</b>	<b>19,870</b>	<b>12,190</b>	<b>14,940</b>	<b>27,880</b>	<b>17,560</b>	<b>18,530</b>	<b>42,020</b>	<b>13,230</b>	<b>10,520</b>	<b>12,660</b>

<sup>11</sup> 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 Nov-09	11,590	16,380	14,680	34,550	12,730	9,410	9,060	9,750	9,070	12,960	11,410	
Nov-09	590	720	660	1,140	700	430	510	410	570	680	630	
Dec-09	310	440	290	830	570	450	380	320	390	640	570	
Jan-10	170	350	140	260	370	310	290	170	230	400	490	
Feb-10	150	350	220	340	330	250	240	280	410	400	360	
Mar-10	210	400	240	500	350	290	220	220	340	440	360	
Apr-10	160	420	230	450	330	230	230	210	310	440	310	
May-10	230	340	200	390	280	240	270	180	270	370	290	
Jun-10	210	370	200	490	320	220	260	180	190	440	380	
Jul-10	210	320	210	460	270	240	260	200	290	310	340	
Aug-10	150	260	150	500	210	230	340	190	280	300	330	
Sep-10	130	220	120	300	130	150	200	120	190	180	210	
Oct-10	160	230	160	310	180	210	230	120	340	290	340	
<b>Total</b>	<b>14,270</b>	<b>20,770</b>	<b>17,490</b>	<b>40,520</b>	<b>16,740</b>	<b>12,640</b>	<b>12,470</b>	<b>12,330</b>	<b>12,880</b>	<b>17,850</b>	<b>16,010</b>	



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 Nov-09	16,640	12,580	17,320	12,990	17,180	12,970	15,890	10,710	9,920
Nov-09	720	510	770	480	820	770	610	340	410
Dec-09	410	520	710	530	650	710	470	350	260
Jan-10	230	420	420	420	340	420	290	270	190
Feb-10	330	380	690	360	320	340	340	260	210
Mar-10	410	400	440	440	380	330	430	340	260
Apr-10	400	400	320	420	410	360	290	360	240
May-10	400	370	320	380	460	300	280	300	220
Jun-10	370	410	400	360	430	360	310	380	310
Jul-10	390	430	360	390	430	330	250	410	440
Aug-10	460	330	380	330	400	290	220	280	570
Sep-10	330	250	240	170	270	170	170	200	260
Oct-10	340	230	300	180	320	260	210	190	270
<b>Total</b>	<b>21,410</b>	<b>17,220</b>	<b>22,670</b>	<b>17,450</b>	<b>22,430</b>	<b>17,580</b>	<b>19,750</b>	<b>14,390</b>	<b>13,550</b>

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 Nov-09	55,660	1,940	1,880	720	810	4,210	2,360	2,900	4,980	880	1,250	1,480
Nov-09	4,310	140	120	60	70	220	150	180	370	70	90	100
Dec-09	2,610	90	80	30	40	120	90	110	250	50	40	80
Jan-10	3,580	120	130	40	60	180	100	120	310	60	70	80
Feb-10	3,940	140	100	40	60	190	120	170	350	60	80	90
Mar-10	4,570	180	130	60	50	260	130	170	440	50	100	120
Apr-10	3,020	100	90	30	40	190	90	140	240	50	70	70
May-10	3,190	100	90	40	50	170	90	120	260	60	50	80
Jun-10	3,580	130	110	40	60	200	130	150	320	40	80	70
Jul-10	3,130	100	100	30	40	160	90	130	300	50	60	90
Aug-10	3,000	90	100	40	40	150	130	140	290	40	50	90
Sep-10	2,800	90	100	30	60	110	60	90	260	50	40	70
Oct-10	2,800	90	70	40	50	100	100	120	270	50	50	70
<b>Total</b>	<b>96,170</b>	<b>3,300</b>	<b>3,080</b>	<b>1,190</b>	<b>1,450</b>	<b>6,250</b>	<b>3,660</b>	<b>4,530</b>	<b>8,640</b>	<b>1,530</b>	<b>2,040</b>	<b>2,490</b>

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 Nov-09	1,670	2,450	1,780	4,280	1,250	1,430	1,200	1,060	1,130	1,370	1,270
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	130	90	260	110	100	90	80	50	120	90
Feb-10	100	170	90	250	130	90	130	70	90	150	110
Mar-10	100	180	100	270	160	130	100	90	80	190	130
Apr-10	70	130	80	170	80	80	80	70	60	130	100
May-10	60	140	60	190	110	90	100	60	60	140	110
Jun-10	60	140	70	240	130	110	100	60	80	130	120
Jul-10	50	160	40	180	100	110	70	60	50	140	100
Aug-10	40	120	50	140	90	90	50	70	50	110	120
Sep-10	70	110	60	170	100	110	70	50	60	110	80
Oct-10	50	130	50	160	100	80	70	50	50	130	90
<b>Total</b>	<b>2,500</b>	<b>4,100</b>	<b>2,650</b>	<b>6,750</b>	<b>2,580</b>	<b>2,590</b>	<b>2,250</b>	<b>1,820</b>	<b>1,880</b>	<b>2,950</b>	<b>2,480</b>

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 Nov-09	1,700	980	2,020	1,260	1,850	1,260	1,950	960	1,370
Nov-09	150	100	180	130	200	130	190	100	110
Dec-09	80	80	100	80	120	80	100	70	80
Jan-10	130	110	140	100	180	130	140	80	80
Feb-10	130	120	150	130	190	150	140	70	100
Mar-10	150	120	160	110	250	160	230	80	120
Apr-10	80	70	130	80	150	100	130	60	80
May-10	110	60	110	90	170	130	140	70	70
Jun-10	110	90	130	90	170	150	130	70	90
Jul-10	90	90	110	110	120	130	110	80	60
Aug-10	100	90	100	90	140	120	120	70	80
Sep-10	80	80	70	100	120	120	150	100	70
Oct-10	80	90	100	90	130	130	110	80	60
<b>Total</b>	<b>2,990</b>	<b>2,070</b>	<b>3,480</b>	<b>2,480</b>	<b>3,790</b>	<b>2,780</b>	<b>3,640</b>	<b>1,880</b>	<b>2,360</b>

Table 8 – Starts for mandatory and voluntary customers by main disabling condition<sup>12</sup>

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	75,480	69,960	5,520	52,490	47,450	5,040
Certain Infectious and Parasitic Diseases	4,170	3,030	1,140	3,410	2,310	1,100
Neoplasms	9,180	6,860	2,320	6,680	4,420	2,260
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	1,100	800	310	940	650	290
Endocrine, Nutritional and Metabolic Diseases	6,740	5,230	1,510	5,790	4,340	1,460
Mental and Behavioural Disorders	213,650	150,790	62,860	181,760	120,660	61,090
Diseases of the Nervous System	20,410	14,190	6,220	17,700	11,640	6,060
Diseases of the Eye and Adnexa	3,260	2,230	1,030	2,830	1,820	1,010
Diseases of the Ear and Mastoid Process	1,790	1,100	690	1,560	870	690
Diseases of the Circulatory System	18,840	14,270	4,570	15,950	11,490	4,460
Diseases of the Respiratory System	8,050	6,410	1,640	6,860	5,260	1,600
Diseases of the Digestive System	9,370	7,140	2,230	7,660	5,490	2,170
Diseases of the Skin and Subcutaneous System	3,340	2,580	760	2,890	2,140	740
Diseases of the Musculoskeletal system and Connective Tissue	77,730	58,950	18,780	67,160	48,910	18,250
Diseases of the Genitourinary System	4,510	3,380	1,120	3,650	2,560	1,090
Pregnancy, Childbirth and the Puerperium	1,750	1,560	190	1,100	910	180
Certain Conditions Originating in the Perinatal Period	20	20	0	20	10	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	720	420	300	570	280	290
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	60,250	45,790	14,460	50,780	36,700	14,080
Injury, Poisoning and certain other consequences of external causes	48,290	37,050	11,240	38,510	27,550	10,970
Factors influencing Health Status and Contact with Health Services	5,350	3,730	1,620	4,350	2,780	1,570
<b>Total</b>	<b>573,990</b>	<b>435,470</b>	<b>138,510</b>	<b>472,640</b>	<b>338,240</b>	<b>134,400</b>

<sup>12</sup>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 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	16,840	15,290	1,550	12,860	11,350	1,500
Certain Infectious and Parasitic Diseases	660	400	260	540	290	250
Neoplasms	1,860	1,240	620	1,340	730	610
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	160	90	70	140	70	70
Endocrine, Nutritional and Metabolic Diseases	780	500	280	680	400	280
Mental and Behavioural Disorders	33,750	19,910	13,840	28,730	15,080	13,650
Diseases of the Nervous System	2,800	1,640	1,170	2,420	1,260	1,160
Diseases of the Eye and Adnexa	460	250	210	400	190	210
Diseases of the Ear and Mastoid Process	300	160	130	240	100	130
Diseases of the Circulatory System	2,680	1,760	920	2,260	1,350	910
Diseases of the Respiratory System	850	580	270	720	450	270
Diseases of the Digestive System	1,600	1,080	520	1,290	780	510
Diseases of the Skin and Subcutaneous System	490	340	160	410	260	160
Diseases of the Musculoskeletal system and Connective Tissue	11,780	7,600	4,180	10,050	5,940	4,110
Diseases of the Genitourinary System	820	550	270	640	380	260
Pregnancy, Childbirth and the Puerperium	130	100	20	80	60	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	9,370	6,250	3,120	7,870	4,800	3,080
Injury, Poisoning and certain other consequences of external causes	9,870	6,970	2,900	7,830	4,970	2,860
Factors influencing Health Status and Contact with Health Services	920	570	360	750	400	350
<b>Total</b>	<b>96,170</b>	<b>65,310</b>	<b>30,870</b>	<b>79,280</b>	<b>48,880</b>	<b>30,400</b>

# 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 1<sup>st</sup> 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 1<sup>st</sup> 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 (3<sup>rd</sup> December 2007 in Phase 1 districts and 28<sup>th</sup> 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 (3<sup>rd</sup> December 2007 in Phase 1 districts or 28<sup>th</sup> 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 (3<sup>rd</sup> December 2007 in Phase 1 districts or 28<sup>th</sup> 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 1<sup>st</sup> 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 1<sup>st</sup> mandatory WFI date (or date of registering with a provider if they have not yet attended a 1<sup>st</sup> 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.