

**Disability and Work
Division**

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

July 2010

Executive summary

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

497,230 Pathways starts in Provider-Led areas for 480,890 individuals, of which 408,170 starts and 400,980 individuals registered with a provider (to January 2010).

64,100 job entries for 62,050 individuals, of which 50,450 job entries were from starts which had registered with a provider for 49,510 individuals (to January 2010).

In the last financial year for which data is available (2008-09) there were:

273,200 starts in Provider-Led Plus areas, of which 215,390 starts registered with a provider.

29,060 job entries, of which 20,450 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 **January 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 January 2010)

497,230 starts (of which 408,170 had registered with a provider) to Provider-Led Pathways to Work for 480,890 individuals, including:

- 215,590 starts for mandatory customers in Phase 1¹ districts
- 168,480 starts for mandatory customers in Phase 2² districts
- 56,800 starts for voluntary customers in Phase 1 districts
- 56,350 starts for voluntary customers in Phase 2 districts

2.1.2 Job Entries (to January 2010)

64,100³ job entries (of which 50,450 were from starts which had registered with a provider) for 62,050 individuals, including:

- 25,040 job entries for mandatory customers in Phase 1 districts
- 16,590 job entries for mandatory customers in Phase 2 districts
- 13,060 job entries for voluntary customers in Phase 1 districts
- 9,410 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.

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 Feb-09	279,530	196,790	82,740	217,260	137,430	79,830
Feb-09	20,420	17,710	2,710	16,340	13,740	2,600
Mar-09	23,660	20,540	3,130	18,800	15,800	3,000
Apr-09	21,280	18,610	2,670	18,210	15,620	2,590
May-09	19,310	16,860	2,450	16,910	14,530	2,390
Jun-09	19,390	16,650	2,740	17,310	14,650	2,660
Jul-09	19,740	17,060	2,680	18,080	15,470	2,610
Aug-09	18,260	15,880	2,380	16,890	14,570	2,320
Sep-09	15,060	13,440	1,620	13,410	11,850	1,560
Oct-09	18,380	16,320	2,060	16,960	14,940	2,010
Nov-09	18,860	16,400	2,450	17,440	15,050	2,380
Dec-09	14,490	11,670	2,820	13,260	10,480	2,780
Jan-10	8,850	6,150	2,710	7,300	4,660	2,640
Total	497,230	384,080	113,150	408,170	298,800	109,370

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 district⁸

District	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Birmingham & Solihull	21,860	17,630	4,220	18,520	14,570	3,950
Black Country	17,330	14,100	3,240	12,840	9,710	3,140
Central London	10,680	8,210	2,470	8,760	6,370	2,390
City & East London	13,510	10,800	2,710	11,660	9,120	2,550
Devon & Cornwall	24,440	18,910	5,530	20,390	14,970	5,420
Edinburgh Lothian & Borders	15,930	12,360	3,570	12,640	9,370	3,270
Forth Valley Fife & Tayside	16,060	13,590	2,460	10,410	8,080	2,330
Greater Manchester East & West	37,510	29,710	7,790	31,520	23,790	7,730
Lambeth, Southwark & Wandsworth	11,780	9,250	2,530	10,160	7,690	2,470
Lincolnshire & Rutland	9,340	5,780	3,560	7,870	4,390	3,490
Norfolk	11,280	7,820	3,460	9,390	6,050	3,350
North & Mid Wales	12,560	9,890	2,670	10,060	7,550	2,500
Nottinghamshire	17,980	14,280	3,700	13,900	10,350	3,550
South East Wales	15,550	12,310	3,240	13,260	10,050	3,210
West Yorkshire	36,600	30,950	5,650	30,670	25,120	5,550
Bedfordshire & Hertfordshire	15,010	12,300	2,710	12,740	10,180	2,560
Cambridgeshire & Suffolk	8,470	6,040	2,440	8,070	5,640	2,430
Cheshire, Halton & Warrington	10,120	7,910	2,210	8,190	6,060	2,130
Coventry & Warwickshire	10,620	7,510	3,110	9,480	6,430	3,050
Gloucester, Wiltshire & Swindon	10,270	6,660	3,600	8,670	5,090	3,580
Hampshire & Isle of Wight	15,270	12,140	3,120	12,810	9,750	3,060
Kent	13,240	10,680	2,560	10,620	8,140	2,470
Leicestershire & Northamptonshire	17,960	13,010	4,940	15,680	10,910	4,770
North & North East London	14,030	10,410	3,620	10,110	6,720	3,400
North East Yorkshire & the Humber	19,170	14,460	4,710	16,560	11,890	4,670
South London	14,420	10,600	3,820	11,030	7,360	3,660
Surrey & Sussex	21,070	17,430	3,650	15,600	12,230	3,370
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	15,440	12,480	2,960	12,980	10,310	2,670
The Marches	17,290	10,950	6,340	15,850	9,540	6,320
West London	11,670	8,290	3,380	8,670	5,460	3,210
West of England	10,800	7,610	3,200	9,100	5,940	3,160
Total	497,230	384,080	113,150	408,170	298,800	109,370

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.

Table 3 – Job entries⁹ 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 Feb-09	25,550	13,330	12,220	17,060	5,150	11,910
Feb-09	2,400	1,580	830	1,910	1,100	820
Mar-09	3,300	2,240	1,060	2,680	1,630	1,050
Apr-09	3,050	2,130	920	2,510	1,610	900
May-09	2,870	2,080	790	2,400	1,630	780
Jun-09	3,580	2,600	980	3,090	2,120	970
Jul-09	3,070	2,280	790	2,650	1,880	770
Aug-09	3,050	2,260	800	2,720	1,930	790
Sep-09	4,360	3,250	1,110	3,900	2,810	1,100
Oct-09	3,700	2,820	880	3,290	2,420	870
Nov-09	4,030	3,120	910	3,620	2,720	900
Dec-09	2,280	1,750	540	2,040	1,510	530
Jan-10	2,870	2,190	680	2,560	1,900	670
Total	64,100	41,630	22,480	50,450	28,390	22,060

⁹ Job entry information for the most recent months may be revised upwards as more data becomes available.

Table 4 – Job entries for mandatory and voluntary customers by JCP district

District	Total JCP and provider job entries			Total provider job entries		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Birmingham & Solihull	2,250	1,430	820	1,940	1,150	790
Black Country	2,130	1,400	730	1,560	840	720
Central London	810	450	370	690	330	360
City & East London	950	650	300	830	530	300
Devon & Cornwall	4,620	2,930	1,690	3,660	1,990	1,670
Edinburgh Lothian & Borders	2,690	1,740	950	2,090	1,180	910
Forth Valley Fife & Tayside	3,230	2,440	790	2,300	1,530	770
Greater Manchester East & West	5,870	3,860	2,010	4,940	2,940	2,000
Lambeth, Southwark & Wandsworth	1,050	640	410	920	510	400
Lincolnshire & Rutland	1,290	760	530	960	430	530
Norfolk	1,750	1,070	680	1,300	640	660
North & Mid Wales	1,850	1,160	690	1,440	770	660
Nottinghamshire	2,880	1,920	960	2,220	1,280	940
South East Wales	1,970	1,220	750	1,740	990	750
West Yorkshire	4,770	3,380	1,390	3,820	2,440	1,380
Bedfordshire & Hertfordshire	1,490	1,080	420	1,150	740	400
Cambridgeshire & Suffolk	1,490	890	600	1,130	530	600
Cheshire, Halton & Warrington	1,370	940	430	960	550	410
Coventry & Warwickshire	1,180	700	490	970	490	480
Gloucester, Wiltshire & Swindon	1,240	730	510	920	410	510
Hampshire & Isle of Wight	1,700	1,160	540	1,360	830	540
Kent	1,540	1,070	470	1,060	600	460
Leicestershire & Northamptonshire	1,950	1,290	660	1,480	850	640
North & North East London	1,170	630	540	930	400	520
North East Yorkshire & the Humber	2,340	1,560	770	1,840	1,070	770
South London	1,510	850	660	1,300	650	650
Surrey & Sussex	2,440	1,740	700	1,670	1,010	660
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	1,560	1,110	450	1,170	760	420
The Marches	2,340	1,370	970	1,950	990	960
West London	1,150	620	520	950	440	510
West of England	1,540	850	690	1,200	520	690
Total	64,100	41,630	22,480	50,450	28,390	22,060

Table 5: RTWC awards

Start Month	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Feb-09	15,060	7,950	7,110	9,670	2,700	6,970
Feb-09	1,310	830	480	1,060	580	480
Mar-09	1,890	1,280	610	1,560	950	610
Apr-09	1,630	1,130	510	1,360	860	500
May-09	1,340	930	410	1,150	740	410
Jun-09	1,910	1,360	560	1,670	1,120	550
Jul-09	1,450	1,050	400	1,260	860	390
Aug-09	1,340	960	390	1,180	800	380
Sep-09	2,230	1,600	630	1,930	1,310	630
Oct-09	1,620	1,170	450	1,380	930	450
Nov-09	1,740	1,320	420	1,500	1,080	420
Dec-09	1,150	850	300	990	690	300
Jan-10	1,360	1,000	360	1,150	790	360
Total	34,050	21,420	12,630	25,850	13,410	12,440

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

Start Month	Total	Birmingham & Solihull	Black Country	Central London	City & East London	Devon & Cornwall	Edinburgh Lothian & Borders	Forth Valley Fife & Tayside	Greater Manchester East & West	Lambeth, Southwark & Wandsworth	Lincolnshire & Rutland	Norfolk
Up to Feb-09	279,530	12,960	10,680	6,610	7,960	15,350	10,090	10,520	21,120	7,140	5,450	6,600
Feb-09	20,420	830	770	380	500	920	610	590	1,480	390	320	440
Mar-09	23,660	940	900	530	630	960	650	580	1,660	510	390	470
Apr-09	21,280	960	740	460	560	930	550	630	1,540	400	320	420
May-09	19,310	710	580	300	580	820	620	770	1,470	360	350	380
Jun-09	19,390	880	490	360	570	930	580	530	1,420	470	280	410
Jul-09	19,740	860	510	290	560	900	520	460	1,520	550	490	330
Aug-09	18,260	800	380	350	420	810	520	440	1,400	420	310	290
Sep-09	15,060	700	390	280	380	800	440	390	960	380	180	320
Oct-09	18,380	840	450	340	500	800	490	460	1,240	490	440	420
Nov-09	18,860	750	560	420	460	670	450	340	1,430	370	320	400
Dec-09	14,490	450	480	240	290	300	260	230	1,290	210	340	440
Jan-10	8,850	180	420	120	100	250	160	140	980	100	170	360
Total	497,230	21,860	17,330	10,680	13,510	24,440	15,930	16,060	37,510	11,780	9,340	11,280

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 Feb-09	7,610	10,590	9,720	22,220	6,470	4,190	4,880	5,560	5,490	7,000	6,860
Feb-09	450	690	600	1,360	610	410	470	430	430	690	630
Mar-09	490	770	700	1,400	860	470	490	570	420	850	680
Apr-09	470	760	520	1,590	720	440	540	440	380	770	480
May-09	360	640	580	1,510	790	330	530	450	350	620	570
Jun-09	480	670	620	1,370	850	330	340	420	370	690	470
Jul-09	540	610	510	1,550	680	300	340	580	380	700	520
Aug-09	450	670	500	1,220	760	320	500	450	410	680	460
Sep-09	330	670	360	1,130	600	260	360	300	340	600	310
Oct-09	370	530	470	1,100	740	370	570	530	500	690	560
Nov-09	580	710	640	1,130	820	390	510	410	570	750	630
Dec-09	300	400	220	810	690	420	390	330	390	730	580
Jan-10	140	270	110	210	430	250	200	160	230	510	490
Total	12,560	17,980	15,550	36,600	15,010	8,470	10,120	10,620	10,270	15,270	13,240

Start Month	Leicestershire & Northamptonshire	North & North East London	North East Yorkshire & the Humber	South London	Surrey & Sussex	Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	The Marches	West London	West of England
Up to Feb-09	9,230	7,810	9,710	8,290	10,660	6,860	9,560	6,500	5,840
Feb-09	880	690	800	600	1,000	710	720	580	490
Mar-09	1,040	700	970	900	1,210	820	780	730	590
Apr-09	980	610	890	600	1,020	700	880	570	440
May-09	720	480	780	520	970	730	680	410	350
Jun-09	720	540	790	540	960	730	710	470	400
Jul-09	800	560	950	450	960	710	730	400	520
Aug-09	790	460	840	380	940	760	630	340	540
Sep-09	650	320	720	380	660	600	550	330	400
Oct-09	800	430	880	370	830	670	700	410	390
Nov-09	720	520	790	490	850	850	610	330	410
Dec-09	400	520	740	530	670	800	460	340	250
Jan-10	230	380	310	380	360	510	280	270	190
Total	17,960	14,030	19,170	14,420	21,070	15,440	17,290	11,670	10,800

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 Feb-09	25,550	930	940	350	370	2,230	1,220	1,470	2,530	460	640	790
Feb-09	2,400	90	70	30	40	150	100	150	190	40	50	60
Mar-09	3,300	100	100	40	60	240	150	190	270	40	70	70
Apr-09	3,050	120	90	30	40	240	140	130	240	50	50	80
May-09	2,870	90	80	40	30	230	130	150	210	40	50	80
Jun-09	3,580	120	110	40	60	240	150	160	270	60	60	100
Jul-09	3,070	130	110	30	40	210	120	120	280	50	40	80
Aug-09	3,050	100	100	40	50	190	120	160	270	40	50	70
Sep-09	4,360	140	150	50	60	240	140	160	390	70	80	100
Oct-09	3,700	130	120	50	50	190	110	150	350	60	60	90
Nov-09	4,030	130	110	60	60	210	140	180	360	70	80	100
Dec-09	2,280	90	70	20	40	100	80	100	230	40	30	70
Jan-10	2,870	90	90	40	50	150	90	110	260	50	40	70
Total	64,100	2,250	2,130	810	950	4,620	2,690	3,230	5,870	1,050	1,290	1,750

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 Feb-09	920	1,250	930	2,080	440	540	510	430	490	480	510
Feb-09	70	100	70	170	40	60	40	40	60	70	50
Mar-09	100	150	100	240	60	100	60	60	70	90	70
Apr-09	90	140	90	180	70	60	90	60	70	80	80
May-09	60	130	70	180	70	60	50	80	60	90	70
Jun-09	80	180	90	250	90	90	80	60	100	120	80
Jul-09	70	130	80	260	90	90	70	60	50	90	90
Aug-09	70	110	100	210	80	50	70	60	50	100	90
Sep-09	100	200	130	300	140	120	90	90	90	150	130
Oct-09	90	130	90	290	140	90	100	70	70	100	110
Nov-09	80	170	110	270	130	100	100	90	70	150	100
Dec-09	50	80	50	130	70	60	50	30	40	90	70
Jan-10	70	120	70	200	80	80	60	60	40	110	80
Total	1,850	2,880	1,970	4,770	1,490	1,490	1,370	1,180	1,240	1,700	1,540

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 Feb-09	690	360	750	440	820	430	700	340	540
Feb-09	70	50	110	60	100	50	100	60	80
Mar-09	100	60	150	90	140	80	120	60	90
Apr-09	80	50	150	90	110	70	110	70	80
May-09	100	70	140	60	100	90	120	60	90
Jun-09	120	60	140	110	130	90	170	70	100
Jul-09	90	60	110	90	130	90	110	50	70
Aug-09	90	50	120	90	120	100	170	70	80
Sep-09	170	100	170	120	190	130	190	80	90
Oct-09	130	80	140	100	150	110	170	110	80
Nov-09	130	90	160	130	190	120	170	80	90
Dec-09	70	60	90	70	110	80	90	60	70
Jan-10	100	70	120	90	140	110	120	60	70
Total	1,950	1,170	2,340	1,510	2,440	1,560	2,340	1,150	1,540

Table 8 – Starts for mandatory and voluntary customers by main disabling condition (data on medical condition is not yet available for ESA customers)¹⁰

Main Disabling Condition	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Customers without any diagnosis code on the system	14,640	12,890	1,750	1,970	650	1,310
Certain Infectious and Parasitic Diseases	1,960	1,150	810	1,530	750	780
Neoplasms	4,060	2,670	1,390	2,610	1,280	1,340
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	530	310	220	420	220	200
Endocrine, Nutritional and Metabolic Diseases	3,240	2,130	1,110	2,670	1,610	1,070
Mental and Behavioural Disorders	114,350	65,950	48,400	95,360	48,510	46,850
Diseases of the Nervous System	10,640	5,880	4,760	8,980	4,360	4,620
Diseases of the Eye and Adnexa	1,630	840	790	1,360	590	770
Diseases of the Ear and Mastoid Process	950	410	540	820	290	530
Diseases of the Circulatory System	8,940	5,750	3,200	7,220	4,110	3,100
Diseases of the Respiratory System	3,500	2,400	1,100	2,860	1,800	1,060
Diseases of the Digestive System	4,620	3,040	1,590	3,560	2,030	1,530
Diseases of the Skin and Subcutaneous System	1,770	1,220	550	1,490	950	540
Diseases of the Musculoskeletal system and Connective Tissue	38,260	24,510	13,750	31,400	18,080	13,320
Diseases of the Genitourinary System	2,190	1,410	770	1,620	870	750
Pregnancy, Childbirth and the Puerperium	1,060	950	110	590	490	100
Certain Conditions Originating in the Perinatal Period	10	10	0	10	0	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	420	170	240	320	90	240
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	29,610	19,410	10,210	23,760	13,890	9,870
Injury, Poisoning and certain other consequences of external causes	24,070	16,290	7,780	17,420	9,880	7,540
Factors influencing Health Status and Contact with Health Services	2,980	1,750	1,230	2,280	1,100	1,180
ESA customers	227,820	214,950	12,870	199,930	187,250	12,680
Total	497,230	384,080	113,150	408,170	298,800	109,370

¹⁰Primary medical condition information is based on the International Classification of Diseases (ICD), 10th Revision, published by the World Health Organisation. ICD10 code is complete for all claimants of IB/SDA. It 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 (data on medical condition is not yet available for ESA customers)

Main Disabling Condition	Total JCP and provider job entries			Total provider job entries		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Customers without any diagnosis code on the system	2,500	2,160	340	380	70	310
Certain Infectious and Parasitic Diseases	330	150	190	280	90	180
Neoplasms	980	560	420	630	230	400
Diseases of the Blood and Blood forming organs and certain diseases involving the immune mechanism	80	30	50	60	20	40
Endocrine, Nutritional and Metabolic Diseases	420	230	200	350	150	200
Mental and Behavioural Disorders	18,790	8,960	9,830	15,440	5,760	9,680
Diseases of the Nervous System	1,620	770	850	1,340	510	840
Diseases of the Eye and Adnexa	260	110	150	210	60	150
Diseases of the Ear and Mastoid Process	160	70	90	130	30	90
Diseases of the Circulatory System	1,370	740	630	1,090	480	620
Diseases of the Respiratory System	440	240	200	360	160	190
Diseases of the Digestive System	850	480	370	650	290	360
Diseases of the Skin and Subcutaneous System	280	160	110	220	110	110
Diseases of the Musculoskeletal system and Connective Tissue	6,230	3,240	2,990	5,040	2,110	2,930
Diseases of the Genitourinary System	430	250	180	290	110	180
Pregnancy, Childbirth and the Puerperium	60	50	10	30	20	10
Certain Conditions Originating in the Perinatal Period	0	0	0	0	0	0
Congenital Malformations, Deformations and Chromosomal Abnormalities	30	10	20	20	10	20
Symptoms, Signs and Abnormal Clinical and Laboratory findings, not elsewhere classified	4,900	2,780	2,120	3,870	1,790	2,080
Injury, Poisoning and certain other consequences of external causes	5,190	3,180	2,020	3,780	1,800	1,980
Factors influencing Health Status and Contact with Health Services	520	280	240	400	170	230
ESA customers	18,670	17,190	1,480	15,880	14,420	1,460
Total	64,100	41,630	22,480	50,450	28,390	22,060

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.