

**Disability and Work
Division**

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

April 2010

Executive summary

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

In Provider-Led areas customers are looked after by Jobcentre Plus for the initial period of their benefit claim, before registering with a private or voluntary sector provider. The headline figures are:

457,600 Pathways starts in Provider-Led areas for 443,450 individuals, of which 371,460 starts and 365,330 individuals registered with a provider (to October 2009).

43,820 job entries for 42,520 individuals, of which 32,570 job entries were from starts which had registered with a provider for 32,000 individuals (to July 2009).

Author(s) contact details

Gary Gifford
Disability and Work Division
Employment Group
Department for Work and Pensions

Email Gary.Gifford@dwp.gsi.gov.uk
Direct line 0114 267 7398

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 2009)..... 5
 - 2.1.2 Job Entries (to July 2009) 5

- 3 The Provider-Led Pathways to Work process 6
 - 3.1 The key aspects of the Provider Led Pathways to Work process are:..... 6

- 4 Pathways to Work Roll-Out Schedule..... 8

- Annex A: Provider-Led Pathways to Work Monthly and Regional (JCP District) Breakdowns..... 9

- Annex B: Technical Note 19

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 2009** (unless otherwise stated). Annex A provides more detailed monthly and regional breakdowns. Some of the figures given for recent months may be subject to revision as more complete data becomes available. **This publication does not contain figures for Jobcentre Plus Pathways to Work.**

Statistics on Provider-Led Pathways to Work were first published on 7th July 2009. That first publication contained only figures on individuals who had registered with a provider in Provider-Led areas and didn't include information on those who had only had contact with Jobcentre Plus. 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 2009)

457,600 starts (of which 371,460 had registered with a provider) to Provider-Led Pathways to Work for 443,450 individuals, including:

- 200,750 starts for mandatory customers in Phase 1¹ districts
- 151,610 starts for mandatory customers in Phase 2² districts
- 53,560 starts for voluntary customers in Phase 1 districts
- 51,680 starts for voluntary customers in Phase 2 districts

2.1.2 Job Entries (to July 2009)

43,820 job entries (of which 32,570 were from starts which had registered with a provider) for 42,520 individuals, including:

- 16,500 job entries for mandatory customers in Phase 1 districts
- 9,590 job entries for mandatory customers in Phase 2 districts
- 10,850 job entries for voluntary customers in Phase 1 districts
- 6,890 job entries for voluntary customers in Phase 2 districts

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

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

3 The Provider-Led Pathways to Work process

3.1 The key aspects of the Provider-Led Pathways to Work process are:

- All customers making a claim to an incapacity benefit must attend a Work Focused Interview (WFI) between eight and thirteen weeks after making their claim except in cases where the WFI is deferred or waived (the option to waive the WFI was discontinued from October 2008 when ESA was introduced). This first WFI is carried out by Jobcentre Plus.
- Following the initial WFI, customers are referred on to the local Provider, on a mandatory basis, to attend the further five WFIs at four week intervals (as long as they remain on IB or ESA). Before October 2008, customers who were screened out³ of the mandatory Pathways process at the first WFI could elect to participate on a voluntary basis.
- In order to satisfy the requirements for receiving an incapacity benefit, customers must undergo a Personal Capability Assessment (PCA) or, from October 2008 (when ESA was introduced), a Work Capability Assessment (WCA). In most ESA Pathways cases this process should be complete within 12 to 13 weeks of the claim being made. Some customers were exempt from the PCA⁴. These customers and those identified at the WCA as being in the “Support Group” are not required to stay on the Pathways programme, but may elect to participate on a voluntary basis.
- The Providers offer a range of provision aimed at improving labour market readiness and opportunities but the precise nature of this provision can vary

³ Screening Tool: a web-based questionnaire into which IBPAs input claimants' answers. The tool was discontinued in October 2008. These answers were then converted into a score that estimated the probability of the customer still being on benefit in 12 months time without further mandatory activity. Those most likely to leave benefit without additional help were not required to attend further mandatory WFIs, but were entitled to participate on a voluntary basis.

⁴ *PCA exempt* refers to those customers who have one of a number of specified conditions, and are not required to undergo the full PCA or WCA process. This group is also exempted from participation in further mandatory WFIs.

between providers. It must, however, include a condition management programme.

- Customers who enter work can qualify for Return to Work Credit (RTWC) - a payment of £40 per week for twelve months if their salary is below £15,000 per year and they work at least 16 hours a week.

4 Pathways to Work Roll-Out Schedule

Date	Phase	Approximate Percentage Great Britain Coverage	Cumulative Percentage Coverage
Oct-03	JCP Pathways Pilots phase 1	4%	4%
Apr-04	JCP Pathways Pilots phase 2	5%	9%
Oct-05	JCP Pathways Expansion phase 1	7%	16%
Apr-06	JCP Pathways Expansion phase 2	13%	28%
Oct-06	JCP Pathways Expansion phase 3	5%	33%
Dec-06	JCP Pathways Enlargement: completing JCP districts	6%	39%
Dec-07	Provider-Led Pathways phase 1	31%	70%
Apr-08	Provider-Led Pathways phase 2	30%	100%

Provider-Led Pathways phase 1 districts	Provider-Led Pathways phase 2 districts
Birmingham & Solihull	Bedfordshire & Hertfordshire
Black Country	Cambridgeshire & Suffolk
Central London	Cheshire, 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 JCP⁵

Start Month	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Nov-08	215,580	143,850	71,730	163,240	94,030	69,210
Nov-08	19,890	16,270	3,620	16,650	13,200	3,450
Dec-08	22,360	18,330	4,040	19,240	15,310	3,930
Jan-09	22,010	18,620	3,400	17,780	14,560	3,220
Feb-09	20,480	17,780	2,700	16,350	13,760	2,590
Mar-09	23,740	20,610	3,130	18,790	15,790	3,000
Apr-09	21,340	18,690	2,650	18,210	15,640	2,570
May-09	19,380	16,930	2,450	16,930	14,540	2,390
Jun-09	19,450	16,730	2,720	17,280	14,650	2,640
Jul-09	19,850	17,170	2,680	18,180	15,570	2,610
Aug-09	18,540	16,180	2,360	17,110	14,800	2,300
Sep-09	15,430	13,810	1,620	13,680	12,140	1,540
Oct-09	19,560	17,400	2,150	18,030	15,920	2,110
Total	457,600	352,360	105,240	371,460	269,920	101,540

⁵ 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.

Table 2 – Starts for mandatory and voluntary customers by JCP district⁶

District	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Birmingham & Solihull	20,570	16,570	3,990	17,290	13,560	3,730
Black Country	15,880	12,900	2,980	11,450	8,570	2,880
Central London	9,960	7,620	2,340	8,120	5,870	2,260
City & East London	12,710	10,140	2,570	10,910	8,510	2,400
Devon & Cornwall	23,040	17,780	5,260	19,150	13,990	5,160
Edinburgh Lothian & Borders	15,100	11,670	3,440	11,910	8,780	3,130
Forth Valley Fife & Tayside	15,010	12,620	2,400	9,650	7,380	2,270
Greater Manchester East & West	34,920	27,660	7,260	29,060	21,870	7,200
Lambeth, Southwark & Wandsworth	11,160	8,770	2,400	9,570	7,230	2,340
Lincolnshire & Rutland	8,560	5,270	3,290	7,190	3,970	3,220
Norfolk	10,420	7,210	3,210	8,600	5,500	3,100
North & Mid Wales	11,500	8,990	2,510	9,040	6,690	2,340
Nottinghamshire	16,700	13,250	3,450	12,800	9,510	3,290
South East Wales	14,530	11,480	3,060	12,260	9,240	3,030
West Yorkshire	34,250	28,840	5,420	28,490	23,180	5,310
Bedfordshire & Hertfordshire	13,560	11,070	2,480	11,380	9,050	2,340
Cambridgeshire & Suffolk	7,330	5,080	2,250	6,980	4,730	2,250
Cheshire, Halton & Warrington	9,060	7,020	2,030	7,250	5,290	1,960
Coventry & Warwickshire	9,730	6,920	2,810	8,640	5,880	2,750
Gloucester, Wiltshire & Swindon	9,090	5,810	3,280	7,550	4,300	3,250
Hampshire & Isle of Wight	13,510	10,680	2,830	11,110	8,350	2,760
Kent	11,590	9,080	2,510	8,950	6,520	2,430
Leicestershire & Northamptonshire	16,640	12,020	4,630	14,440	9,980	4,460
North & North East London	12,600	9,400	3,210	8,900	5,900	3,000
North East Yorkshire & the Humber	17,420	13,110	4,310	14,930	10,660	4,270
South London	13,000	9,570	3,430	9,680	6,400	3,280
Surrey & Sussex	19,230	15,820	3,410	13,860	10,710	3,160
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	13,980	11,280	2,700	11,590	9,180	2,410
The Marches	15,910	10,080	5,830	14,550	8,750	5,810
West London	10,710	7,670	3,030	7,830	4,950	2,880
West of England	9,950	7,010	2,940	8,340	5,440	2,900
Total	457,600	352,360	105,240	371,460	269,920	101,540

⁶ 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 entries for mandatory and voluntary customers by month of job entry

Start Month	Total JCP and provider job entries			Total provider job entries		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to Aug-08	9,550	4,660	4,880	5,750	1,030	4,720
Aug-08	2,270	1,110	1,170	1,530	380	1,150
Sep-08	3,550	1,810	1,750	2,360	670	1,690
Oct-08	3,000	1,520	1,480	2,170	720	1,450
Nov-08	2,970	1,620	1,350	2,170	850	1,320
Dec-08	1,800	1,020	770	1,340	590	760
Jan-09	2,500	1,530	970	1,890	950	940
Feb-09	2,400	1,560	840	1,930	1,100	830
Mar-09	3,310	2,240	1,070	2,710	1,650	1,050
Apr-09	3,020	2,100	920	2,520	1,620	900
May-09	2,850	2,060	780	2,410	1,640	770
Jun-09	3,540	2,560	980	3,080	2,110	970
Jul-09	3,080	2,280	800	2,690	1,900	780
Total	43,820	26,080	17,740	32,570	15,210	17,360

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

District	Total JCP and provider job entries			Total provider job entries		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Birmingham & Solihull	1,590	910	670	1,320	670	640
Black Country	1,490	910	580	1,020	440	580
Central London	570	290	280	460	190	270
City & East London	650	420	220	540	320	220
Devon & Cornwall	3,510	2,050	1,470	2,690	1,240	1,450
Edinburgh Lothian & Borders	2,020	1,190	820	1,510	720	790
Forth Valley Fife & Tayside	2,330	1,650	680	1,590	920	670
Greater Manchester East & West	4,020	2,350	1,670	3,230	1,560	1,660
Lambeth, Southwark & Wandsworth	730	410	330	620	300	320
Lincolnshire & Rutland	940	510	440	680	250	430
Norfolk	1,260	730	540	870	360	510
North & Mid Wales	1,380	810	570	1,020	470	550
Nottinghamshire	2,100	1,320	780	1,550	790	760
South East Wales	1,430	800	630	1,220	590	630
West Yorkshire	3,330	2,160	1,170	2,560	1,400	1,160
Bedfordshire & Hertfordshire	860	580	280	570	300	270
Cambridgeshire & Suffolk	990	540	450	710	260	450
Cheshire, Halton & Warrington	890	550	340	580	260	320
Coventry & Warwickshire	800	410	390	620	240	380
Gloucester, Wiltshire & Swindon	890	490	410	640	240	400
Hampshire & Isle of Wight	1,010	600	410	740	340	400
Kent	970	630	340	590	260	330
Leicestershire & Northamptonshire	1,260	730	520	880	370	500
North & North East London	720	380	330	520	200	320
North East Yorkshire & the Humber	1,530	930	600	1,140	540	600
South London	940	480	460	770	310	460
Surrey & Sussex	1,540	1,030	510	900	420	480
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	910	600	310	600	320	280
The Marches	1,450	770	670	1,140	470	670
West London	690	340	350	540	200	340
West of England	1,050	530	520	770	250	510
Total	43,820	26,080	17,740	32,570	15,210	17,360

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

Start Month	Total	Birmingham & Solihull	Black Country	Central London	City & East London	Devon & Cornwall	Edinburgh Lothian & Borders	Forth Valley Fife & Tayside	Greater Manchester East & West	Lambeth, Southwark & Wandsworth	Lincolnshire & Rutland	Norfolk
Up to Nov-08	215,580	10,700	8,670	5,220	6,400	12,470	8,230	8,700	16,850	5,760	4,460	5,380
Nov-08	19,890	680	610	370	400	960	560	500	1,290	380	270	360
Dec-08	22,360	790	640	490	550	950	650	620	1,590	510	360	430
Jan-09	22,010	870	780	560	630	900	680	630	1,450	520	360	460
Feb-09	20,480	830	770	390	500	910	610	580	1,480	400	320	450
Mar-09	23,740	950	910	530	630	950	650	570	1,670	510	390	480
Apr-09	21,340	960	740	460	570	930	540	620	1,540	400	320	440
May-09	19,380	710	580	300	590	820	630	760	1,500	370	360	380
Jun-09	19,450	880	490	370	570	920	580	510	1,440	480	280	420
Jul-09	19,850	860	500	300	560	880	520	420	1,550	550	490	370
Aug-09	18,540	800	380	350	430	800	530	390	1,540	420	310	340
Sep-09	15,430	700	390	280	390	790	440	340	1,170	380	180	380
Oct-09	19,560	840	440	350	490	770	490	370	1,870	500	470	540
Total	457,600	20,570	15,880	9,960	12,710	23,040	15,100	15,010	34,920	11,160	8,560	10,420

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-08	6,220	8,600	7,910	17,890	4,530	2,970	3,450	4,030	4,110	4,710	4,980
Nov-08	460	600	570	1,540	620	420	480	520	410	640	570
Dec-08	430	680	600	1,440	670	430	530	510	500	870	730
Jan-09	490	770	610	1,320	690	360	440	490	470	780	620
Feb-09	460	690	600	1,360	620	400	470	430	430	700	620
Mar-09	490	770	700	1,390	860	470	500	570	420	850	690
Apr-09	470	760	520	1,590	730	430	550	440	390	770	480
May-09	370	630	580	1,510	790	320	530	450	350	640	570
Jun-09	480	680	620	1,360	870	330	330	410	380	690	480
Jul-09	530	610	510	1,540	700	290	340	590	380	750	510
Aug-09	450	670	500	1,220	820	320	500	450	410	690	470
Sep-09	330	670	350	1,100	690	250	370	300	340	600	320
Oct-09	350	570	460	1,000	950	330	590	530	500	820	560
Total	11,500	16,700	14,530	34,250	13,560	7,330	9,060	9,730	9,090	13,510	11,590

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-08	6,880	5,410	7,060	5,980	7,630	4,540	6,950	4,630	4,290
Nov-08	640	760	910	780	940	760	780	620	490
Dec-08	880	850	920	800	1,060	760	940	650	550
Jan-09	860	800	820	740	1,050	840	900	610	510
Feb-09	880	690	800	610	1,000	710	720	580	480
Mar-09	1,040	700	980	910	1,220	840	780	730	590
Apr-09	980	620	890	600	1,020	720	870	570	440
May-09	730	480	780	520	970	730	680	410	350
Jun-09	730	550	790	540	970	750	720	470	400
Jul-09	800	560	950	450	960	750	730	390	520
Aug-09	790	460	850	380	940	840	630	340	540
Sep-09	650	320	740	370	650	690	540	330	400
Oct-09	800	420	940	320	820	1,050	660	390	390
Total	16,640	12,600	17,420	13,000	19,230	13,980	15,910	10,710	9,950

Table 6 – Job entries for mandatory and voluntary customers by JCP district and month of job entry

Start Month	Total	Birmingham & Solihull	Black Country	Central London	City & East London	Devon & Cornwall	Edinburgh Lothian & Borders	Forth Valley Fife & Tayside	Greater Manchester East & West	Lambeth, Southwark & Wandsworth	Lincolnshire & Rutland	Norfolk
Up to Aug-08	9,550	420	410	150	140	1,130	520	690	1,120	190	290	360
Aug-08	2,270	70	90	20	30	180	130	130	210	30	60	80
Sep-08	3,550	120	130	40	40	240	140	190	290	60	80	130
Oct-08	3,000	90	100	60	40	210	120	130	250	40	60	80
Nov-08	2,970	90	90	40	40	200	120	120	290	60	60	70
Dec-08	1,800	70	60	30	40	110	80	70	180	30	40	40
Jan-09	2,500	80	80	30	40	140	100	110	210	50	40	60
Feb-09	2,400	100	60	40	40	150	100	150	190	40	50	70
Mar-09	3,310	100	100	40	60	240	150	190	270	40	70	70
Apr-09	3,020	110	90	30	40	240	140	130	240	50	50	80
May-09	2,850	90	70	40	30	230	140	150	210	40	50	70
Jun-09	3,540	120	110	40	70	240	150	150	270	60	60	100
Jul-09	3,080	130	100	30	40	210	130	120	290	50	40	80
Total	43,820	1,590	1,490	570	650	3,510	2,020	2,330	4,020	730	940	1,260

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-08	410	530	430	900	100	140	120	110	120	110	120
Aug-08	80	100	90	190	40	60	60	50	60	40	50
Sep-08	120	160	120	250	70	120	100	60	80	80	80
Oct-08	110	130	100	210	90	70	60	60	60	60	80
Nov-08	80	130	70	220	60	50	80	60	70	70	80
Dec-08	40	90	60	100	40	50	40	30	40	60	50
Jan-09	70	120	70	200	60	60	50	50	70	70	60
Feb-09	70	100	70	160	40	60	40	50	60	70	50
Mar-09	100	150	100	240	60	100	60	60	70	90	70
Apr-09	90	150	90	180	70	60	90	60	70	80	80
May-09	50	130	70	180	70	60	50	80	70	80	70
Jun-09	80	180	90	250	90	80	70	60	100	110	80
Jul-09	80	130	80	250	90	90	60	60	50	90	100
Total	1,380	2,100	1,430	3,330	860	990	890	800	890	1,010	970

Start Month	Leicestershire & Northamptonshire	North & North East London	North East Yorkshire & the Humber	South London	Surrey & Sussex	Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	The Marches	West London	West of England
Up to Aug-08	140	60	180	60	180	100	150	40	130
Aug-08	70	40	70	40	70	30	60	30	40
Sep-08	120	50	110	70	150	70	130	70	100
Oct-08	100	50	120	70	120	60	120	60	70
Nov-08	120	60	110	90	130	70	110	60	80
Dec-08	60	40	50	50	80	50	50	30	60
Jan-09	90	60	110	70	110	60	80	50	60
Feb-09	70	50	100	60	100	50	100	50	80
Mar-09	90	60	150	90	140	80	120	60	90
Apr-09	80	50	150	90	120	70	100	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
Total	1,260	720	1,530	940	1,540	910	1,450	690	1,050

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.