

**Disability and Work  
Division**

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

**April 2010**

# Executive summary

This is the official statistics publication of Jobcentre Plus-led Pathways to Work. It contains figures on starts to the programme to October 2009 and jobs up to July 2009.

The headline figures are:

1,377,090 Pathways starts in Jobcentre Plus areas for 995,400 individuals (to October 2009).

210,080 job entries for 164,260 individuals (to July 2009).

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# 1 Introduction

## 1.1 Jobcentre Plus Pathways to Work

### 1.1.1 Summary

This summary contains figures on Jobcentre Plus-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 more recent months may be subject to revision as more complete data becomes available. **This report does not contain figures for Provider-led Pathways to Work.**

### 1.1.2 Background

*Pathways to Work* is an initiative aimed at improving opportunities for people on incapacity benefits<sup>1</sup>. The process involves a series of mandatory Work Focused Interviews (WFIs) together with the Choices package, which is a range of provision aimed at improving labour market readiness and opportunities. *Pathways to Work* is primarily aimed at new incapacity benefits customers but is also available to existing customers on a voluntary basis.

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

## 2 Headline Statistics

These figures are for all Jobcentre Plus led Pathways to Work customers. They are cumulative to October 2009, unless otherwise stated. A technical note covering the data sources for these and details of how the statistics are compiled can be found at annex B.

### 2.1 Starts, WFIs, Choices and Job Entries

#### 2.1.1 Starts

1,377,090 starts to Pathways to Work, for 995,400 individuals

#### 2.1.2 Initial Work Focused Interviews (WFIs)

597,610 mandatory initial WFIs, of which:

- 559,250 were for new/repeat customers and
- 38,360 were for the mandatory extension to existing customers

#### 2.1.3 Repeat WFIs and Voluntary WFIs

866,820 mandatory repeat WFIs, of which:

- 823,740 were for new/repeat customers, and
- 43,080 were for the mandatory extension to existing customers

318,300 voluntary WFIs attended in total (to October 2009)

#### 2.1.4 Choices

231,370 starts to Choices programmes, for 185,040 individuals, including:

- 106,910 NDDP starts
- 94,720 Condition Management Programme referrals and
- 29,740 other programme starts<sup>2</sup>

#### 2.1.5 Job Entries and Return to Work Credit (RTWC)

- 210,080 job entries for 164,260 individuals (to July 2009<sup>3</sup>).
- 126,980 RTWC awards for 89,140 individuals (to October 2009).

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<sup>2</sup> Work Preparation, Workstep, Programme Centres, Work Based Learning for Adults (England), Training for Work (Scotland) and Work Trials.

<sup>3</sup> Job entries data is taken from HMRC data. July 2009 is the latest available data.

# 3 The Jobcentre Plus Pathways to Work process

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

- 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).
- 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 13 weeks of the claim being made. Some customers were exempt from the PCA<sup>4</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.
- Following the initial WFI, customers must go on to attend the further five WFIs at four week intervals (as long as they remain on IB or ESA). Before October 2008, customers who were screened out<sup>5</sup> of the

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<sup>4</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.

<sup>5</sup> 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.

mandatory Pathways process at the first WFI could elect to participate on a voluntary basis.

- The *Choices* package is available to all customers in Pathways districts. This is a range of provision aimed at improving labour market readiness and opportunities. Key aspects of Choices are the New Deal for Disabled People (NDDP) and the Condition Management Programmes (CMPs). The CMPs are run in co-operation with local health providers with the aim of helping the customer manage his or her disability or health condition.
- Return to Work Credit (RTWC) – customers who enter work can qualify for a payment of £40 per week for twelve months if their salary is below £15,000 per year and they work at least 16 hours a week.

### 3.2 Mandatory Extension of Pathways to Existing Customers

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

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

### 3.3 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%

# Annex A: Jobcentre Plus Pathways to Work Breakdowns

Totals may not sum due to rounding

Table 1a: Month entered Pathways to Work<sup>6</sup>

Start Month	Total	New Customers (1)	Voluntary Existing Customers	Mandatory Existing Customers
Up to Nov 08	1,057,670	953,480	64,830	39,360
Nov-08	23,320	22,560	760	.
Dec-08	23,050	22,520	540	.
Jan-09	26,600	25,920	680	.
Feb-09	23,290	22,710	580	.
Mar-09	28,030	27,400	630	.
Apr-09	21,340	20,900	440	.
May-09	34,350	33,900	450	.
Jun-09	30,760	30,280	480	.
Jul-09	28,890	28,480	410	.
Aug-09	25,390	25,000	390	.
Sep-09	27,060	26,630	420	.
Oct-09	27,350	26,970	380	.
<b>Total</b>	<b>1,377,090</b>	<b>1,266,750</b>	<b>70,980</b>	<b>39,360</b>

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

Table 1b: New Customers where benefit claim identified

Start Month	New Customers	Where benefit claim start identified (2)	% of initial contacts where benefit claim start identified
Up to Nov 08	953,480	722,350	76%
Nov-08	22,560	18,500	82%
Dec-08	22,520	18,910	84%
Jan-09	25,920	22,030	85%
Feb-09	22,710	19,510	86%
Mar-09	27,400	23,740	87%
Apr-09	20,900	18,140	87%
May-09	33,900	30,120	89%
Jun-09	30,280	26,920	89%
Jul-09	28,480	25,670	90%
Aug-09	25,000	22,470	90%
Sep-09	26,630	23,870	90%
Oct-09	26,970	24,430	91%
<b>Total</b>	<b>1,266,750</b>	<b>996,640</b>	<b>79%</b>

<sup>6</sup> Improvements to the geographical assignment methodology in this publication have resulted in a minor re-distribution of starts and jobs across JCP and Provider-Led Pathways districts. The changes have reduced the number of starts and jobs with a "missing" or "unknown" district.

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- (2) Some short-term claims will be missed as the benefits data is based on a 6 weekly scan. This means that benefit claims that start and end between two scan dates will not be captured.

Table 2: Month entered Pathways to Work by District (new and voluntary customers)<sup>7</sup>

Start Month	Ayrshire, Dumfries, Galloway & Inverclyde	Glasgow	Lanarkshire & East Dunbartonshire	Highlands, Islands, Clyde Coast & Grampian	Tees Valley	South Tyne & Wear Valley	Northumbria	Cumbria & Lancashire	Merseyside	Greater Manchester Central	South Yorkshire
Up to Nov 08	28,850	59,230	40,490	66,010	37,630	70,010	44,100	125,970	66,390	39,930	54,320
Nov-08	890	1,100	1,250	1,320	920	1,780	1,470	2,410	2,070	1,390	1,780
Dec-08	960	1,130	1,380	1,420	920	1,810	1,470	2,530	1,810	1,200	1,660
Jan-09	1,010	1,140	1,410	1,620	1,080	1,870	1,590	2,740	2,320	1,440	1,950
Feb-09	900	970	1,280	1,360	850	1,590	1,470	2,430	2,160	1,350	1,920
Mar-09	1,160	1,110	1,610	1,690	1,040	2,060	1,620	2,920	2,370	1,640	2,260
Apr-09	870	900	1,100	1,150	890	1,630	1,320	2,190	1,770	1,390	1,570
May-09	1,280	1,710	1,740	2,080	1,310	2,450	2,190	3,500	3,020	1,860	2,580
Jun-09	1,060	1,500	1,630	1,970	1,080	2,160	1,810	3,180	2,820	1,850	2,160
Jul-09	970	1,350	1,380	1,740	1,180	1,920	1,500	3,050	2,650	1,630	2,190
Aug-09	900	1,290	1,320	1,680	980	1,860	1,280	2,720	2,340	1,390	1,920
Sep-09	900	1,370	1,260	1,630	1,030	1,990	1,560	2,860	2,530	1,530	1,870
Oct-09	830	1,470	1,400	1,620	1,020	1,800	1,750	2,920	2,780	1,530	1,980
<b>Total</b>	<b>40,580</b>	<b>74,250</b>	<b>57,240</b>	<b>85,270</b>	<b>49,930</b>	<b>92,930</b>	<b>63,120</b>	<b>159,420</b>	<b>95,040</b>	<b>58,110</b>	<b>78,130</b>

<sup>7</sup> Figures for Merseyside include starts in Halton local authority. Halton is now part of Cheshire, Halton & Warrington JCP district which is a Provider-Led district. The figures are included within Merseyside 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. This geographical assignment is consistent across all tables in this publication and in the corresponding publication on Provider-Led areas.

Start Month	South Wales Valleys	South West Wales	Staffordshire	Derbyshire	Essex	Somerset & Dorset	<i>Non-Pathways / Missing District</i>
Up to Nov 08	63,890	37,410	26,570	74,900	90,910	43,190	48,520
Nov-08	1,200	960	1,090	980	1,400	1,150	170
Dec-08	1,220	1,130	1,050	980	1,260	1,010	130
Jan-09	1,510	1,360	1,320	1,050	1,760	1,290	160
Feb-09	1,220	990	1,210	940	1,470	1,020	160
Mar-09	1,530	1,250	1,460	1,120	1,720	1,270	210
Apr-09	1,020	890	990	990	1,710	850	120
May-09	1,730	1,520	1,730	1,590	2,320	1,620	130
Jun-09	1,620	1,460	1,650	1,360	1,840	1,540	100
Jul-09	1,620	1,420	1,560	1,250	1,910	1,500	80
Aug-09	1,340	1,120	1,360	1,030	1,510	1,270	70
Sep-09	1,470	1,260	1,340	1,220	1,830	1,310	110
Oct-09	1,340	1,230	1,290	1,170	1,830	1,330	70
<b>Total</b>	<b>80,710</b>	<b>52,000</b>	<b>42,610</b>	<b>88,570</b>	<b>111,460</b>	<b>58,330</b>	<b>50,020</b>

Table 3a: WFIs attended (new customers)

Month WFI attended	Total	Initial WFI	1st Repeat WFI	2nd Repeat WFI	3rd Repeat WFI	4th Repeat WFI	5th Repeat WFI
Up to Nov 08	878,170	407,770	157,440	111,470	83,910	65,520	52,060
Nov-08	33,300	12,720	6,510	4,610	3,740	3,070	2,650
Dec-08	31,520	11,870	7,030	4,270	3,250	2,710	2,380
Jan-09	42,780	13,420	10,390	7,200	4,830	3,760	3,180
Feb-09	37,480	10,070	8,610	7,120	5,110	3,650	2,910
Mar-09	43,800	12,220	9,480	7,420	6,140	4,820	3,720
Apr-09	41,340	12,000	8,130	6,850	5,680	4,740	3,940
May-09	41,170	12,410	9,080	6,260	5,210	4,380	3,830
Jun-09	46,700	13,350	10,460	7,830	5,830	4,990	4,240
Jul-09	46,270	13,580	9,800	7,770	6,070	4,780	4,270
Aug-09	41,590	12,330	9,060	6,810	5,390	4,400	3,600
Sep-09	49,100	13,630	10,820	8,090	6,600	5,380	4,590
Oct-09	49,790	13,870	10,700	8,360	6,700	5,450	4,710
<b>Total</b>	<b>1,382,990</b>	<b>559,250</b>	<b>267,490</b>	<b>194,040</b>	<b>148,480</b>	<b>117,650</b>	<b>96,090</b>

Table 3b: Voluntary WFIs attended (mandatory new customers and voluntary customers) – first voluntary WFI only

Month meeting attended	Total	New Customers	Existing Customers
Up to Nov 08	132,010	90,240	41,770
Nov-08	2,990	2,420	570
Dec-08	2,180	1,790	390
Jan-09	2,980	2,470	510
Feb-09	2,620	2,140	480
Mar-09	2,710	2,220	490
Apr-09	2,010	1,670	330
May-09	1,750	1,430	320
Jun-09	1,890	1,520	370
Jul-09	1,760	1,450	320
Aug-09	1,470	1,190	290
Sep-09	1,760	1,430	330
Oct-09	1,470	1,170	300
<b>Total</b>	<b>157,600</b>	<b>111,130</b>	<b>46,470</b>

Table 4: Screening Tool

Month Screening Tool applied	Total	In	Out	% screened out
Up to Aug 08	274,440	181,480	92,960	34%
Aug-08	8,800	5,680	3,120	35%
Sep-08	9,830	6,330	3,500	36%
Oct-08	7,800	5,050	2,750	35%
<b>Total</b>	<b>300,860</b>	<b>198,530</b>	<b>102,330</b>	<b>34%</b>

Table 5: Choices Package starts

Month of start	Total	NDDP	Condition Management (referrals)	Other Programme Starts (3)
Up to Nov 08	160,290	77,580	63,860	18,860
Nov-08	5,350	2,150	2,520	680
Dec-08	4,200	1,580	2,160	470
Jan-09	6,850	2,890	3,160	800
Feb-09	6,150	2,610	2,600	940
Mar-09	6,530	2,720	2,720	1,090
Apr-09	5,540	2,340	2,370	820
May-09	5,440	2,240	2,410	800
Jun-09	6,280	2,520	2,760	1,010
Jul-09	6,210	2,650	2,600	960
Aug-09	5,450	2,200	2,290	950
Sep-09	6,560	2,770	2,510	1,280
Oct-09	6,520	2,670	2,760	1,090
<b>Total</b>	<b>231,370</b>	<b>106,910</b>	<b>94,720</b>	<b>29,740</b>

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

Table 6: RTWC awards

Month RTWC awarded	Total	New Mandatory Customers	Voluntary Existing Customers	Mandatory Existing Customers	RTWC (No job start yet recorded)
Up to Nov 08	105,480	91,700	11,030	2,750	60,020
Nov-08	2,260	2,040	200	20	1,020
Dec-08	1,340	1,240	90	0	610
Jan-09	1,730	1,590	120	10	810
Feb-09	1,530	1,420	100	10	680
Mar-09	2,190	2,030	150	0	910
Apr-09	1,650	1,540	100	10	730
May-09	1,510	1,400	100	10	630
Jun-09	2,070	1,950	120	10	860
Jul-09	1,480	1,410	70	10	570
Aug-09	1,530	1,440	90	0	610
Sep-09	2,370	2,240	130	10	880
Oct-09	1,850	1,740	110	10	680
<b>Total</b>	<b>126,980</b>	<b>111,730</b>	<b>12,420</b>	<b>2,840</b>	<b>69,010</b>

Table 7a: Job entries

Month of job entry	Total	New Mandatory Customers	Voluntary Existing Customers	Mandatory Existing Customers
Up to Aug 08	163,630	145,090	15,010	3,530
Aug-08	4,130	3,840	270	20
Sep-08	5,540	5,170	360	20
Oct-08	4,600	4,320	260	20
Nov-08	4,170	3,900	250	20
Dec-08	2,600	2,460	130	10
Jan-09	3,340	3,160	160	20
Feb-09	3,100	2,930	150	10
Mar-09	4,090	3,910	170	10
Apr-09	3,460	3,320	130	10
May-09	3,370	3,220	140	10
Jun-09	4,230	4,090	130	10
Jul-09	3,820	3,720	100	10
<b>Total</b>	<b>210,080</b>	<b>189,140</b>	<b>17,250</b>	<b>3,690</b>

Table 7b: Job entries by District and month of job entry (new and voluntary customers)

Start Month	Ayrshire, Dumfries, Galloway & Inverclyde	Glasgow	Lanarkshire & East Dunbartonshire	Highlands, Islands, Clyde Coast & Grampian	Tees Valley	South Tyne & Wear Valley	Northumbria	Cumbria & Lancashire	Merseyside	Greater Manchester Central	South Yorkshire
Up to Aug 08	4,560	8,000	6,590	12,880	5,660	11,550	6,590	22,000	8,520	5,030	7,210
Aug-08	120	190	220	320	140	310	220	470	310	170	260
Sep-08	190	230	270	350	220	410	320	600	450	260	340
Oct-08	160	230	240	300	190	320	250	490	340	210	310
Nov-08	150	210	210	290	140	280	210	420	320	200	310
Dec-08	90	120	160	180	100	190	170	240	200	130	160
Jan-09	100	160	180	220	130	250	210	330	240	160	270
Feb-09	90	160	170	190	110	250	190	310	230	150	210
Mar-09	150	190	240	260	160	310	260	400	280	170	260
Apr-09	110	140	210	280	120	270	220	330	290	120	190
May-09	140	150	220	240	120	260	200	340	220	150	220
Jun-09	140	190	220	270	170	300	260	440	330	180	260
Jul-09	130	180	220	270	160	310	260	390	280	160	250
<b>Total</b>	<b>6,120</b>	<b>10,130</b>	<b>9,120</b>	<b>16,040</b>	<b>7,410</b>	<b>15,000</b>	<b>9,360</b>	<b>26,760</b>	<b>11,990</b>	<b>7,060</b>	<b>10,270</b>

Start Month	South Wales Valleys	South West Wales	Staffordshire	Derbyshire	Essex	Somerset & Dorset	<i>Non-Pathways / Missing District</i>
Up to Aug 08	13,650	5,410	3,210	13,360	10,880	7,860	7,170
Aug-08	240	200	160	200	190	200	220
Sep-08	350	290	230	240	270	260	250
Oct-08	230	240	190	220	250	240	170
Nov-08	260	190	180	200	220	210	160
Dec-08	160	140	100	110	140	130	80
Jan-09	220	150	140	150	170	160	90
Feb-09	210	140	120	130	170	170	100
Mar-09	260	220	170	170	220	240	140
Apr-09	210	190	150	140	170	210	100
May-09	190	160	150	160	180	190	90
Jun-09	280	240	190	190	230	230	120
Jul-09	230	190	160	180	190	200	70
<b>Total</b>	<b>16,480</b>	<b>7,740</b>	<b>5,150</b>	<b>15,460</b>	<b>13,270</b>	<b>10,290</b>	<b>8,740</b>

Pathways to Work -New Customers activity by month of entry

**Cohort Table 1 Pathways to Work WFI process-NEW CUSTOMERS ONLY**

Month of Pathways to Work start	Number of Pathways starts	Number of Benefit claims identified (4)	% of contacts with Benefit claim identified	Initial WFI				Screening tool		Repeat WFIs					
				Number booked	Number attended	Number deferred	Number waived	Number screened	Proportion screened out	1st repeat WFI attended	2nd repeat WFI attended	3rd repeat WFI attended	4th repeat WFI attended	5th repeat WFI attended	Total repeat WFI's
Up to Nov 08	953,480	722,350	76%	505,760	433,370	78,830	37,560	300,640	34%	187,940	143,740	116,410	97,410	83,220	628,730
Nov-08	22,560	18,500	82%	13,860	11,420	460	290	.	.	8,460	6,550	5,180	4,080	3,310	27,590
Dec-08	22,520	18,910	84%	14,380	11,700	520	160	.	.	8,830	6,770	5,210	3,990	2,960	27,760
Jan-09	25,920	22,030	85%	16,750	13,300	680	100	.	.	10,110	7,570	5,670	4,040	2,770	30,170
Feb-09	22,710	19,510	86%	14,940	11,850	600	60	.	.	9,000	6,600	4,680	3,140	1,830	25,260
Mar-09	27,400	23,740	87%	17,720	13,940	640	60	.	.	10,420	7,410	4,950	2,830	1,300	26,910
Apr-09	20,900	18,140	87%	11,470	9,060	500	40	.	.	6,580	4,420	2,640	1,200	390	15,230
May-09	33,900	30,120	89%	19,710	15,170	850	30	.	.	10,560	6,330	2,780	750	190	20,610
Jun-09	30,280	26,920	89%	18,660	13,930	740	40	.	.	8,600	3,510	780	140	60	13,090
Jul-09	28,480	25,670	90%	17,930	12,870	680	20	.	.	5,550	970	140	40	20	6,730
Aug-09	25,000	22,470	90%	15,630	9,690	550	10	.	.	1,280	130	30	20	10	1,470
Sep-09	26,630	23,870	90%	12,200	2,800	360	10	.	.	150	20	10	10	10	200
Oct-09	26,970	24,430	91%	1,800	170	80	10	.	.	10	0	0	0	10	20
<b>Total</b>	<b>1,266,750</b>	<b>996,640</b>	<b>79%</b>	<b>680,800</b>	<b>559,250</b>	<b>85,480</b>	<b>38,380</b>	<b>300,650</b>	<b>34%</b>	<b>267,490</b>	<b>194,040</b>	<b>148,480</b>	<b>117,650</b>	<b>96,090</b>	<b>823,740</b>

(4) Some short-term claims will be missed as benefit scans are 6 weekly, in addition to claims not pursued and some data matching inconsistencies.

**Cohort Table 2 Choices package, Job entries and Return To Work Credit (RTWC) -NEW CUSTOMERS ONLY**

Month of Pathways to Work start	Number of Pathways starts	Starts to Choices (5)				Jobs	RTWC	
		Total	NDDP	Condition Management	other programmes (non-New Deal)	Total Job starts	Total number of RTWC awards	Number of RTWC awards with Job recorded
Up to Nov 08	953,480	132,380	74,580	34,450	23,350	173,280	100,760	41,670
Nov-08	22,560	3,170	1,810	1,020	350	2,500	1,390	580
Dec-08	22,520	3,250	1,950	980	320	2,340	1,210	510
Jan-09	25,920	3,610	2,120	1,140	350	2,640	1,420	540
Feb-09	22,710	3,030	1,770	1,010	260	2,050	1,100	360
Mar-09	27,400	3,120	1,850	1,020	240	2,080	1,300	350
Apr-09	20,900	1,870	1,080	650	140	1,220	800	170
May-09	33,900	3,050	1,880	950	220	1,520	1,000	140
Jun-09	30,280	2,250	1,440	670	150	1,060	960	80
Jul-09	28,480	1,490	990	400	110	460	590	60
Aug-09	25,000	840	590	190	60	.	430	.
Sep-09	26,630	290	210	40	30	.	460	.
Oct-09	26,970	60	50	0	10	.	330	.
<b>Total</b>	<b>1,266,750</b>	<b>158,420</b>	<b>90,320</b>	<b>42,510</b>	<b>25,590</b>	<b>189,140</b>	<b>111,730</b>	<b>44,460</b>

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

**Cohort Table 3 Pathways to Work activity following Initial WFI-NEW CUSTOMERS ONLY**

Month of Pathways to Work start	Number of Initial WFIs	Starts to Choices (5)				Job starts	RTWC	
		Total	NDDP	Condition Management	Other programmes (non-New Deal)	Total Job starts	Total number of RTWC awards	Number of RTWC awards with Job recorded
Up to Nov 08	407,770	107,100	62,360	31,050	13,700	85,040	45,910	30,830
Nov-08	12,720	2,820	1,640	960	220	1,400	780	470
Dec-08	11,870	2,920	1,780	920	230	1,430	780	420
Jan-09	13,420	3,170	1,880	1,060	230	1,470	890	430
Feb-09	10,070	2,710	1,610	950	160	1,050	650	260
Mar-09	12,220	2,810	1,680	970	150	870	700	240
Apr-09	12,000	1,550	900	570	80	390	330	80
May-09	12,410	2,600	1,620	860	130	410	580	70
Jun-09	13,350	1,960	1,280	620	60	110	420	20
Jul-09	13,580	1,280	880	370	40	30	220	.
Aug-09	12,330	700	520	160	20	.	90	.
Sep-09	13,630	170	140	30	0	.	10	.
Oct-09	13,870	20	20	.	.	.	.	.
<b>Total</b>	<b>559,250</b>	<b>129,820</b>	<b>76,290</b>	<b>38,520</b>	<b>15,010</b>	<b>92,210</b>	<b>51,330</b>	<b>32,810</b>

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

**Cohort Table 4 Benefit Off-flows-NEW CUSTOMERS ONLY**

Month of Pathways to Work start	Number of Benefit claims identified (6)	Benefit Off-flows (New Customers)	% who we know to have left benefit
Up to Nov 08	722,350	472,030	65%
Nov-08	18,500	10,410	56%
Dec-08	18,910	10,630	56%
Jan-09	22,030	11,760	53%
Feb-09	19,510	9,770	50%
Mar-09	23,740	11,040	46%
Apr-09	18,140	7,450	41%
May-09	30,120	12,330	41%
Jun-09	26,920	9,380	35%
Jul-09	25,670	6,880	27%
Aug-09	22,470	4,010	18%
Sep-09	23,870	2,000	8%
Oct-09	24,430	430	2%
<b>Total</b>	<b>996,640</b>	<b>568,090</b>	<b>57%</b>

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

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

# Annex B: Technical Note

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

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

## **Customer Type**

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

## **Job entries**

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

## **Data protection issue**

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