

**Disability and Work
Division**

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

October 2009

Executive summary

This is the second official statistics publication on Provider-Led Pathways to Work. It contains figures on starts to the programme to April 2009 and jobs up to January 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:

333,730 Pathways starts in Provider-Led areas for 325,520 individuals, of which 268,540 starts and 264,540 individuals registered with a provider (to April 2009).

25,870 job entries for 25,220 individuals, of which 17,170 job entries started with a provider for 16,920 individuals (to January 2009).

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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 **April 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. This second publication 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: 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 April 2009)

333,730 starts (of which 268,540 registered with a provider) to Provider-Led Pathways to Work for 325,520 individuals, including:

- 139,290 starts for mandatory customers in Phase 1¹ districts
- 103,710 starts for mandatory customers in Phase 2² districts
- 47,550 starts for voluntary customers in Phase 1 districts
- 43,190 starts for voluntary customers in Phase 2 districts

of which 268,540 registered with a provider

2.1.2 Job Entries (to January 2009)

25,870 job entries (of which 17,170 had registered with a provider) for 25,220 individuals, including:

- 8,730 job entries for mandatory customers in Phase 1 districts
- 4,310 job entries for mandatory customers in Phase 2 districts
- 8,410 job entries for voluntary customers in Phase 1 districts
- 4,420 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 & 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

Start Month	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Up to May-08	67,140	33,000	34,130	53,440	19,970	33,470
May-08	19,650	12,590	7,060	13,930	7,180	6,750
Jun-08	21,040	13,750	7,280	15,070	8,100	6,970
Jul-08	25,470	17,480	7,990	18,470	10,720	7,750
Aug-08	25,490	18,410	7,080	19,580	12,690	6,890
Sep-08	17,040	13,400	3,650	13,950	10,500	3,450
Oct-08	22,390	17,740	4,650	19,530	15,080	4,450
Nov-08	20,290	16,700	3,590	17,480	14,030	3,450
Dec-08	23,040	19,120	3,910	20,300	16,480	3,820
Jan-09	21,570	18,270	3,300	17,780	14,650	3,130
Feb-09	20,200	17,620	2,580	16,450	13,970	2,480
Mar-09	24,910	21,860	3,050	20,140	17,210	2,930
Apr-09	25,520	23,060	2,460	22,440	20,070	2,370
Total	333,730	243,000	90,730	268,540	180,630	87,910

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

District	Total JCP and provider starts			Total provider starts		
	Total	Mandatory	Voluntary	Total	Mandatory	Voluntary
Birmingham & Solihull	15,220	11,990	3,240	12,070	9,080	2,990
Black Country	13,100	10,420	2,670	8,940	6,370	2,570
Central London	9,550	7,410	2,140	8,010	5,950	2,060
City & East London	7,620	5,470	2,140	6,360	4,350	2,010
Devon & Cornwall	16,020	11,250	4,770	14,160	9,460	4,710
Edinburgh Lothian & Borders	9,380	6,520	2,870	9,140	6,270	2,870
Forth Valley Fife & Tayside	7,630	5,010	2,620	7,260	4,640	2,620
Greater Manchester East & West	26,670	20,020	6,660	21,810	15,200	6,610
Lambeth, Southwark & Wandsworth	8,330	6,100	2,230	7,100	4,920	2,180
Lincolnshire & Rutland	6,430	3,950	2,480	4,890	2,470	2,420
Norfolk	8,420	5,590	2,830	6,590	3,880	2,710
North & Mid Wales	8,660	6,460	2,200	6,640	4,590	2,060
Nottinghamshire	13,110	10,100	3,010	9,540	6,680	2,860
South East Wales	11,130	8,430	2,700	9,260	6,580	2,670
West Yorkshire	25,560	20,570	4,990	20,860	15,970	4,900
Bedfordshire & Hertfordshire	9,350	7,310	2,040	7,410	5,500	1,910
Cambridgeshire & Suffolk	6,900	4,910	1,990	5,070	3,140	1,940
Cheshire & Warrington	5,910	4,170	1,750	4,820	3,130	1,690
Coventry & Warwickshire	6,890	4,520	2,370	5,990	3,670	2,330
Gloucester, Wiltshire & Swindon	6,610	3,830	2,790	5,360	2,580	2,770
Hampshire & Isle of Wight	9,770	7,370	2,400	7,640	5,300	2,340
Kent	8,890	6,710	2,180	6,100	4,010	2,090
Leicestershire & Northamptonshire	12,010	8,050	3,960	10,060	6,260	3,800
North & North East London	10,510	7,980	2,540	6,590	4,250	2,350
North East Yorkshire & the Humber	11,140	7,670	3,470	10,210	6,760	3,460
South London	9,880	6,950	2,930	7,340	4,540	2,800
Surrey & Sussex	12,270	9,460	2,810	9,090	6,460	2,630
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	9,750	7,470	2,280	7,650	5,630	2,020
The Marches	11,890	7,130	4,760	10,750	6,010	4,740
West London	8,030	5,530	2,510	5,880	3,490	2,390
West of England	7,100	4,660	2,440	5,930	3,500	2,430
Total	333,730	243,000	90,730	268,540	180,630	87,910

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 Feb-08	670	380	290	270	0	270
Feb-08	650	270	380	370	10	370
Mar-08	850	300	560	580	30	550
Apr-08	1,440	730	710	790	90	700
May-08	1,770	890	880	1,010	160	850
Jun-08	2,020	930	1,100	1,320	250	1,070
Jul-08	2,170	1,050	1,120	1,410	320	1,100
Aug-08	2,250	1,040	1,220	1,530	330	1,200
Sep-08	3,560	1,730	1,830	2,340	580	1,760
Oct-08	3,020	1,500	1,520	2,140	650	1,490
Nov-08	3,010	1,600	1,410	2,160	780	1,380
Dec-08	1,830	1,030	800	1,350	560	790
Jan-09	2,620	1,600	1,020	1,910	920	990
Total	25,870	13,040	12,830	17,170	4,660	12,510

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	990	560	420	650	260	390
Black Country	1,020	590	430	570	150	420
Central London	400	250	150	310	160	150
City & East London	340	140	200	270	70	200
Devon & Cornwall	2,060	960	1,100	1,440	350	1,090
Edinburgh Lothian & Borders	1,030	460	570	820	250	570
Forth Valley Fife & Tayside	1,170	520	650	860	220	650
Greater Manchester East & West	2,830	1,340	1,490	2,110	620	1,480
Lambeth, Southwark & Wandsworth	490	240	260	390	140	250
Lincolnshire & Rutland	660	340	320	410	100	310
Norfolk	850	440	410	520	130	390
North & Mid Wales	930	480	450	600	170	430
Nottinghamshire	1,390	820	570	850	300	550
South East Wales	910	420	490	710	220	490
West Yorkshire	2,070	1,170	900	1,400	510	890
Bedfordshire & Hertfordshire	470	280	190	250	70	180
Cambridgeshire & Suffolk	650	350	300	350	50	300
Cheshire & Warrington	370	130	240	290	60	230
Coventry & Warwickshire	430	170	260	300	40	260
Gloucester, Wiltshire & Swindon	510	240	270	310	40	270
Hampshire & Isle of Wight	540	260	280	350	70	280
Kent	570	360	210	240	40	200
Leicestershire & Northamptonshire	720	350	370	430	80	350
North & North East London	440	240	210	250	50	200
North East Yorkshire & the Humber	700	320	380	480	100	380
South London	460	200	270	340	80	260
Surrey & Sussex	760	460	300	380	100	280
Thames Valley (Berkshire, Buckinghamshire & Oxfordshire prior to April 2009)	480	270	210	240	60	180
The Marches	730	330	410	510	110	400
West London	340	130	210	240	40	200
West of England	550	240	320	350	30	310
Total	25,870	13,040	12,830	17,170	4,660	12,510

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 May-08	67,140	4,250	4,130	2,750	2,000	5,090	2,470	2,770	8,540	2,400	2,210	2,650
May-08	19,650	850	710	530	380	800	470	380	1,350	460	370	440
Jun-08	21,040	860	760	520	380	770	390	350	1,360	410	330	480
Jul-08	25,470	980	950	640	480	890	530	360	1,600	570	480	510
Aug-08	25,490	1,070	970	660	440	840	480	340	1,560	620	450	630
Sep-08	17,040	690	510	460	380	750	500	370	1,010	440	290	380
Oct-08	22,390	880	640	520	520	1,010	680	480	1,420	460	380	460
Nov-08	20,290	820	600	440	410	900	600	460	1,320	430	270	390
Dec-08	23,040	810	640	510	490	950	580	510	1,550	480	360	400
Jan-09	21,570	800	780	550	530	890	610	420	1,460	500	370	480
Feb-09	20,200	760	770	470	460	830	590	430	1,430	430	340	510
Mar-09	24,910	1,050	900	760	530	1,070	680	480	1,830	510	390	570
Apr-09	25,520	1,430	730	740	610	1,250	810	290	2,260	630	220	540
Total	333,730	15,220	13,100	9,550	7,620	16,020	9,380	7,630	26,670	8,330	6,430	8,420

Start Month	North & Mid Wales	Nottinghamshire	South East Wales	West Yorkshire	Bedfordshire & Hertfordshire	Cambridgeshire & Suffolk	Cheshire & Warrington	Coventry & Warwickshire	Gloucester, Wiltshire & Swindon	Hampshire & Isle of Wight	Kent
Up to May-08	2,670	3,860	3,460	7,680	520	590	440	530	600	560	490
May-08	500	670	640	1,470	540	550	370	470	480	490	660
Jun-08	450	690	620	1,370	670	550	460	520	540	640	870
Jul-08	590	850	650	1,560	880	650	570	560	620	950	1,010
Aug-08	530	840	700	1,680	820	640	560	660	630	790	870
Sep-08	390	610	420	1,090	480	370	330	400	430	580	460
Oct-08	540	800	630	1,500	700	490	440	560	510	740	700
Nov-08	480	680	660	1,430	620	490	440	490	460	620	590
Dec-08	490	740	650	1,500	660	510	520	710	610	910	740
Jan-09	490	750	580	1,300	750	490	400	510	480	820	640
Feb-09	450	650	570	1,380	630	500	440	440	430	750	640
Mar-09	530	900	750	1,620	980	600	460	570	450	910	720
Apr-09	580	1,060	820	1,970	1,110	490	480	470	370	1,010	490
Total	8,660	13,110	11,130	25,560	9,350	6,900	5,910	6,890	6,610	9,770	8,890

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 May-08	890	570	840	770	510	540	1,090	540	750
May-08	780	800	680	700	820	520	770	690	330
Jun-08	870	980	830	820	940	650	900	650	430
Jul-08	1,110	1,090	900	1,020	1,200	850	1,070	730	620
Aug-08	1,170	1,010	1,000	1,000	1,140	840	1,190	700	690
Sep-08	720	630	750	630	720	540	810	520	390
Oct-08	860	780	1,000	790	1,030	680	960	630	630
Nov-08	750	800	890	750	840	770	790	590	520
Dec-08	1,090	870	1,010	770	990	800	900	620	700
Jan-09	870	850	730	710	940	880	920	570	520
Feb-09	890	740	710	570	890	730	770	560	470
Mar-09	1,030	770	930	850	1,090	910	790	710	590
Apr-09	990	640	870	510	1,170	1,060	930	530	460
Total	12,010	10,510	11,140	9,880	12,270	9,750	11,890	8,030	7,100

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 Feb-08	670	40	30	10	10	100	60	110	120	10	20	20
Feb-08	650	40	40	10	20	90	40	40	120	20	20	30
Mar-08	850	40	40	20	10	140	40	60	190	20	30	40
Apr-08	1,440	60	80	30	30	190	80	90	210	40	50	50
May-08	1,770	70	70	30	20	180	80	80	210	40	50	80
Jun-08	2,020	80	80	30	30	190	70	100	230	40	70	70
Jul-08	2,170	90	80	30	20	200	80	90	220	30	60	80
Aug-08	2,250	70	90	30	20	170	110	100	220	40	60	90
Sep-08	3,560	140	150	50	30	220	120	150	320	60	80	130
Oct-08	3,020	100	110	50	50	190	100	110	270	50	60	80
Nov-08	3,010	100	100	50	40	180	110	90	310	60	50	70
Dec-08	1,830	80	70	30	30	100	70	50	180	40	40	40
Jan-09	2,620	100	90	40	30	130	90	90	240	50	50	60
Total	25,870	990	1,020	400	340	2,060	1,030	1,170	2,830	490	660	850

Start Month	North & Mid Wales	Nottinghamshire	South East Wales	West Yorkshire	Bedfordshire & Hertfordshire	Cambridgeshire & Suffolk	Cheshire & Warrington	Coventry & Warwickshire	Gloucester, Wiltshire & Swindon	Hampshire & Isle of Wight	Kent
Up to Feb-08	30	50	30	50	0	0	0	0	0	0	0
Feb-08	40	60	30	70	0	0	0	0	0	0	0
Mar-08	40	50	40	80	0	0	0	0	0	0	0
Apr-08	60	100	80	120	10	10	0	10	10	10	20
May-08	80	100	100	180	30	40	10	20	30	30	40
Jun-08	80	120	80	200	30	40	20	40	40	30	40
Jul-08	90	120	80	190	40	60	30	40	50	50	40
Aug-08	80	110	90	190	40	70	40	50	60	50	60
Sep-08	130	180	120	250	70	130	80	60	80	80	80
Oct-08	110	140	90	210	90	90	50	60	70	80	90
Nov-08	80	150	60	220	60	70	60	70	70	80	90
Dec-08	40	90	60	100	40	60	40	30	40	60	50
Jan-09	80	130	70	210	60	80	40	50	70	70	70
Total	930	1,390	910	2,070	470	650	370	430	510	540	570

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-08	0	0	0	0	0	0	0	0	0
Feb-08	0	0	0	0	0	0	0	0	0
Mar-08	0	0	0	0	0	0	0	0	0
Apr-08	10	0	30	0	30	10	20	0	30
May-08	30	20	40	10	50	20	30	10	20
Jun-08	50	20	40	20	50	40	40	20	50
Jul-08	50	30	70	30	50	50	70	20	40
Aug-08	70	50	60	40	60	30	70	30	40
Sep-08	120	70	100	80	130	80	130	70	100
Oct-08	110	60	110	70	110	70	130	60	70
Nov-08	120	70	100	90	120	70	110	60	80
Dec-08	60	50	50	50	70	50	60	40	60
Jan-09	100	80	100	80	100	70	80	50	60
Total	720	440	700	460	760	480	730	340	550

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. 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.