

***Pathways to Work* Performance Summary November 2007**

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1. Introduction:

1.1 The *Pathways to Work* Incapacity Benefit Reform Pilots is an initiative aimed at improving opportunities for people on incapacity benefits¹. The process involves a series of mandatory Work Focused Interviews (WFIs) together with the Choices package, a range of provision aimed at improving labour market readiness and opportunities. *Pathways to Work* is primarily aimed at new incapacity benefit customers but is also available to existing customers on a voluntary basis.

1.2 *Pathways to Work* was first piloted in seven Jobcentre Plus Districts, which rolled out in two phases in October 2003 and April 2004. Coverage has now been expanded – the first phase of the expansion commenced on 31st October 2005, the second phase commenced on 24th April 2006 and the third phase commenced on 30th October 2006, with the most recent phase - completing Jobcentre Plus districts that were only partially covered – taking place on 29th December 2006. This means that *Pathways* is available in 19 complete Jobcentre Plus districts, covering around 40% of the national incapacity benefit caseload. By 2008, *Pathways* will be rolled out to all areas, with the remainder of the country to be covered by external providers from the private and voluntary sector.

1.3 In an additional pilot, *Pathways* has been 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 has been extended to customers of all durations.

1.4 This summary contains data up to and including July 2007 (unless otherwise stated). Some of the data given for more recent months in this summary may be subject to revisions in future months as more complete benefits data becomes available.

¹ 'Incapacity benefits' is a generic term covering contributory Incapacity Benefit, Income Support (on the grounds of incapacity) and Severe Disablement Allowance.

1.5 The data for this Performance Summary 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 summary 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.

1.6 **Revised database:** The Pathways Evaluation Database has undergone a significant process of redevelopment in recent months. 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 first to be based on outputs from the revised database.

2. The *Pathways to Work* IB Reforms process

2.1 The key aspects of the Pathways to Work IB Reform process are:

- All customers making a claim to an incapacity benefit must attend a Work Focused Interview (WFI) around eight weeks after making their claim, except in cases where the WFI is deferred or waived.
- In order to satisfy the requirements for receiving an incapacity benefit, a customer must undergo a Personal Capability Assessment (PCA). In most Pathways cases this process is fast-tracked and should be complete within 12 weeks of the claim being made.
- At the initial WFI the Screening Tool² is applied. Those who are screened out have no further mandatory involvement with Pathways. Those who are not screened out must go on to attend a further five WFIs at four week intervals (if they remain on IB). Customers who are PCA exempt³ will not go through the Screening Tool process and have no further mandatory involvement with the Pathways process.
- 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.
- 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.

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

2.3. Pathways to Work roll out schedule

Pilots phase 1 (commenced October 2003)	Bridgend Rhondda Cynon & Taff, Derbyshire and Renfrewshire Inverclyde Argyll & Bute. (3 districts)
Pilots phase 2 (commenced April 2004)	Essex, Gateshead & South Tyneside, Lancashire East and Somerset. (4 districts)
Expansions phase 1 (commenced October 2005)	Cumbria, Glasgow, Lancashire West and Tees Valley.
Expansions phase 2 (commenced April 2006)	Barnsley Rotherham & Doncaster, City of Sunderland & County Durham, Lanarkshire & East Dumbartonshire, Liverpool & Wirral, Greater Manchester Central and Swansea Bay & West Wales.
Expansions phase 3 (commenced October 2006)	Eastern Valleys, Greater Mersey, Staffordshire.
Enlargement (commenced December 2006)	Completing Jobcentre Plus Districts that were only partially covered under the current Jobcentre Plus district structure.

² Screening Tool: Web-based questionnaire into which IBPAs input claimants' answers. These answers are then converted into a score that estimates 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 are not required to attend further mandatory WFIs – although they are entitled to have voluntary meetings with a PA, and to access the further provision. The intention is to focus the available support on those who need it most.

³ *PCA exempt* refers to those customers who have one of a number of specified conditions, and are not required to undergo the full PCA process. This group is also exempted from participation in further mandatory WFIs.

3. Headline Statistics

These figures are cumulative to July 2007, unless otherwise stated.

➤ Starts

629,300 starts, of which⁴:

- 555,490 were new/repeat customers
- 30,800 were volunteers from the existing caseload, and
- 37,770 from the mandatory extension to existing customers

Of the new customers, 400,470 have a benefit claim currently identified

➤ Initial Work Focused Interviews (WFIs) and Screening Tool

250,970 mandatory initial WFIs, of which:

- 213,210 were for new/repeat customers and
- 24,290 were for the mandatory extension to existing customers

Of the WFIs for new/repeat customers⁵, the Screening Tool was applied in 156,030 cases (73%).

33% of these screened cases were screened out of the Repeat WFI process

➤ Repeat WFIs and Voluntary WFIs

223,340 mandatory repeat WFIs, of which:

- 181,150 were for new/repeat customers, and
- 42,190 were for the mandatory extension to existing customers

78,310 voluntary meetings attended in total⁶

26% of screened out customers go on to attend a voluntary meeting⁷

➤ Choices

80,280 starts to Choices programmes, of which:

- 40,700 were NDDP starts
- 29,450 were Condition Management Programme referrals and
- 10,140 were other programme starts⁸

10,480 of all Choices starts have come from the mandatory extension to existing customers

➤ Job entries⁹ and Return to Work Credit (RTWC)

69,670 job entries¹⁰, of which:

- 59,760 were for new/repeat customers
- 7,660 were for voluntary existing customers
- 2,260 were for existing customers in the mandatory extension

64,200 RTWC awards, of which¹¹:

- 51,140 were for new/repeat customers
- 7,460 were for voluntary existing customers
- 850 were for existing customers in the mandatory extension

⁴ Does not sum to the total because there is a very small proportion that will either be new customers or volunteers but cannot yet be allocated to either group.

⁵ The Screening Tool is only used for mandatory new/repeat customers.

⁶ Includes voluntary WFIs and caseload meetings.

⁷ Based on analysis of customers screened out up to January 2007.

⁸ Work Preparation, Workstep, Programme Centres, Work Based Learning for Adults (England), Training for Work (Scotland) and Work Trials,.

⁹ Job entry data to January 2007.

¹⁰ Includes RTWC awards for which there is no recorded Jobcentre Plus job entry.

¹¹ Does not sum to the total because there is a very small proportion that will either be new customers or volunteers but cannot yet be allocated to either group.

Mandatory new/repeat customers and volunteers from the existing caseload

The next sections (sections 4 to 8) focus only on the mandatory process that applies to new/repeat customers and voluntary participants from the existing caseload; the activity resulting from the **mandatory extension to existing customers is covered in sections 9 and 10.**

4. Starts

4.1. There were a total of 591,530 starts¹² to the Pathways to Work process to the end of July 2007. Of these 591,530 starts, 555,490 are currently identifiable as new customers, eligible to be mandated into the process and 30,800 are currently identifiable as voluntary participants¹³. There are a further 5,240 that we cannot yet allocate to either group¹⁴, but it is likely that a large proportion of these will eventually be identified as voluntary customers.

4.2. The changes to LMS that came in from October 2006 have resulted in a different method being used to define a start within the Pathways database. This new method only applies to starts occurring from October 2006. Starts occurring before that time remain basically the same as they are taken from frozen data.

5. Work Focused Interview (WFI) activity

5.1. There have been a total of 394,350 WFIs to the end of July 2007. These break down as follows:

5.2. **Initial WFIs and Screening Tool:** A total of 213,210 Initial WFIs for new/repeat customers had taken place by July 2007. Of these, the Screening Tool was applied in 156,030 cases (73%). The 27 percent that are not screened will include customers that are PCA exempt and cases where IT problems hindered the use of the Screening Tool.

5.3. **Repeat WFIs:** There have been a total of 181,150 mandatory repeat WFIs to the end of July 2007.

5.4. **Voluntary meetings (Voluntary WFIs & voluntary Caseload Interviews):** Over and above any mandatory WFI activity in Pathways, there have been a total of 78,310 voluntary meetings recorded to the end of July 2007. Of these 14,880 were with voluntary customers and 63,430 were with mandated new/repeat customers. Around 26 percent of screened out customers go on to attend a voluntary meeting¹⁵.

¹² A Pathways start is recorded when 1) an individual makes initial contact with Jobcentre Plus with a view to claiming incapacity benefit or 2) when an existing customer contacts Jobcentre Plus on a voluntary basis to request support. Note that for new customers this means that not all Pathways starts will proceed to make a claim for incapacity benefits.

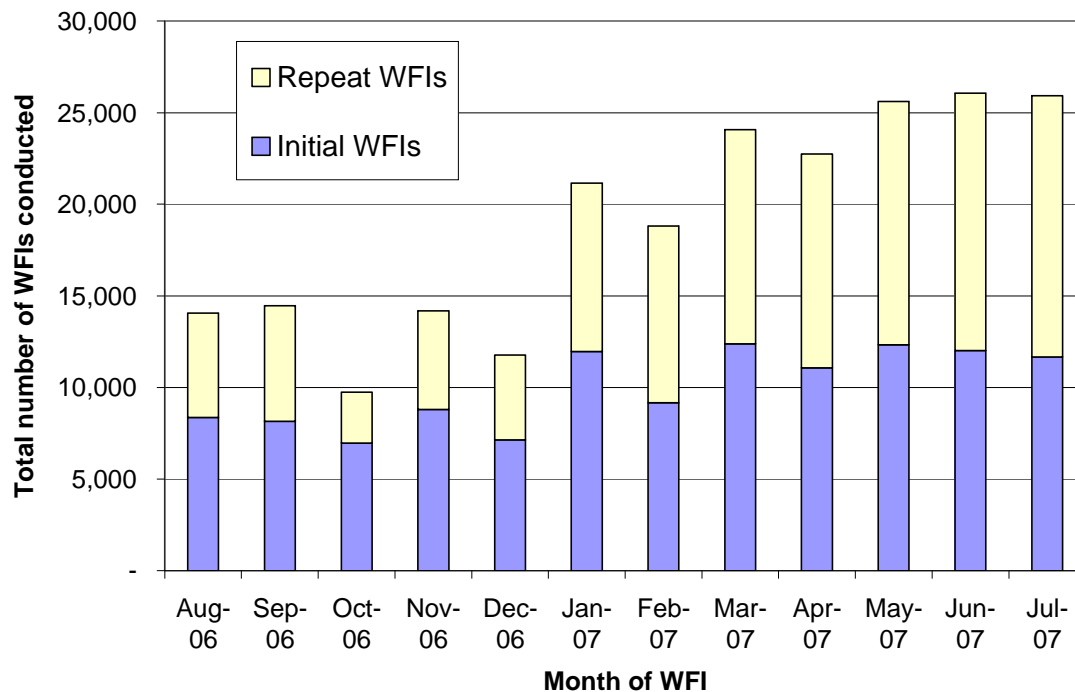
¹³ Not required to enter the mandatory process, either due to their age (under 18 or 60+) or because they are existing customers. Therefore participation is purely voluntary.

¹⁴ The reason we are currently unable to allocate these cases is that benefit details are incomplete for recent months but it is likely that a very large proportion of these will eventually be identified as voluntary customers.

¹⁵ Based on analysis of customers screened out up to January 2007.

5.5. The increase in overall monthly numbers of WFIs shown in *Chart 1* is due to the continuing geographical expansion of Pathways (see 2.3, above). Further increases will be expected in 2008 as provider-led Pathways rolls out in the rest of the country.

Chart 1: Total mandatory Work Focused Interviews by month – latest 12 months



6. The Choices Package

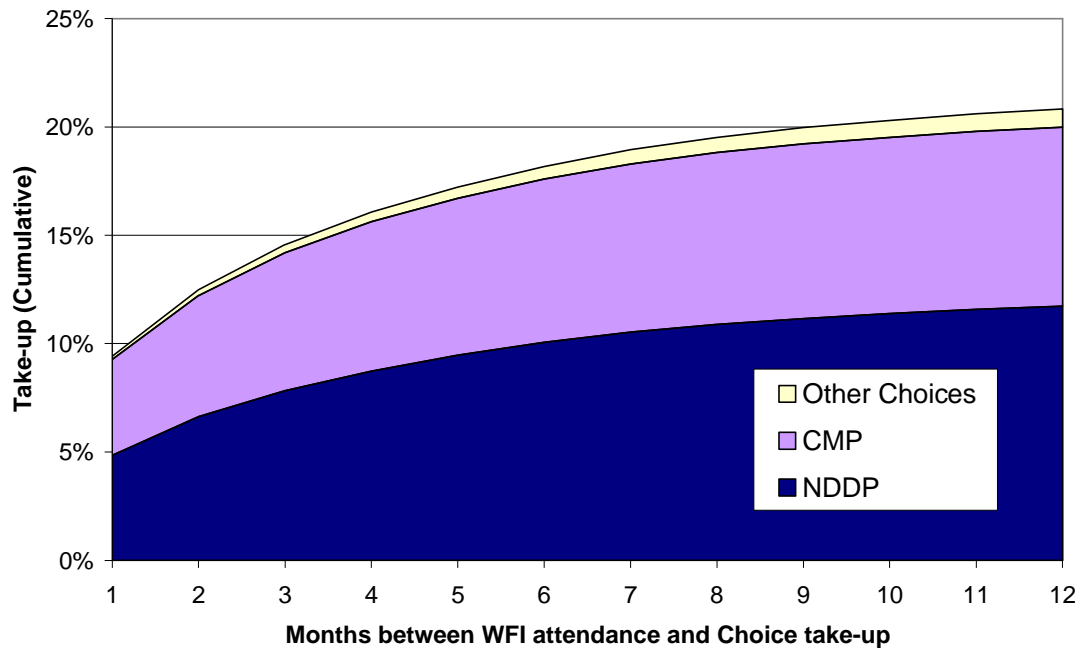
6.1. There were a total of 69,800 starts to Choices package programmes to the end of July 2007. This is broken down as 35,740 NDDP registrations, 26,840 Condition Management Programme (CMP) referrals¹⁶ and 7,210 other programme¹⁷ starts.

6.2. *Chart 2* shows the underlying take-up rate following an Initial WFI for Choices package programmes overall. As it can take some months after the initial WFI before customers take up some sort of Choices provision, this chart only considers people who had an Initial WFI up to 31st January 2007. The chart shows an overall take-up rate of around 21 percent after twelve months.

¹⁶ At present the IT systems on which this analysis is based record only *referrals* to CMP. Of all those referred, we estimate that around three-quarters actually start provision

¹⁷ Work Preparation, Workstep, Programme Centres, Work Based Learning for Adults (England), Training for Work (Scotland) and Work Trials,

Chart 2: Choices programme take-up



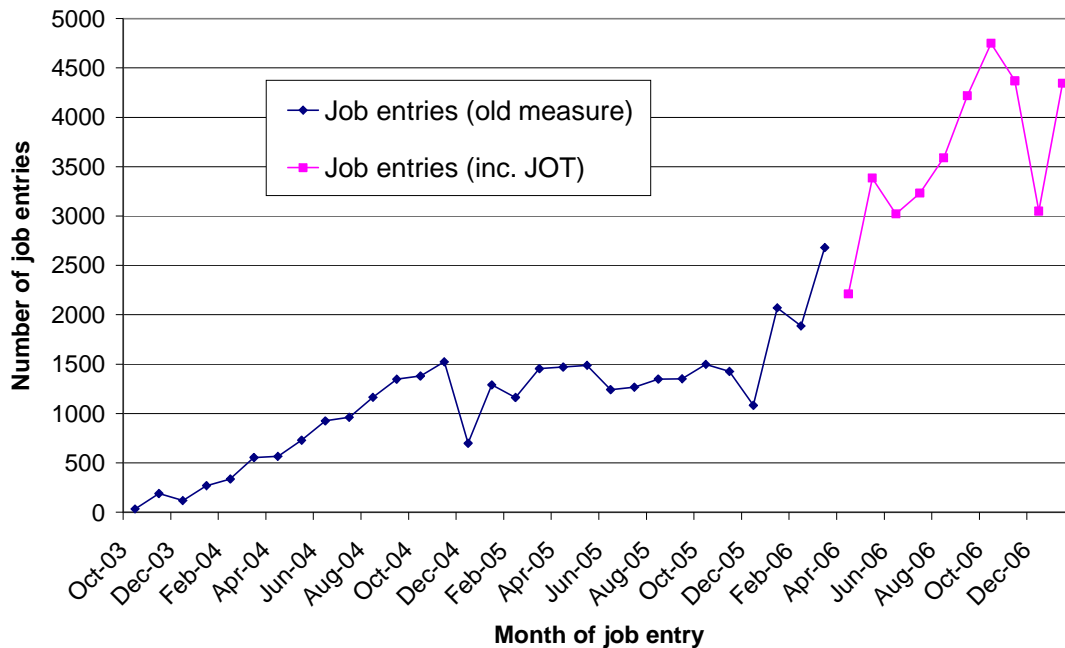
7. Job entries and Return to Work Credit (RTWC)

7.1. **Job Entries:** There were a total of 67,410 recorded job entries to the end of January 2007, of which 59,760 were from the mandatory customer group and 7,660 were from voluntary customers. These job entries include 25,000 RTWC awards for which there is no recorded Jobcentre Plus job entry.

7.2. In April 2006 there was a significant change to the way in which job entry data was captured, not just affecting Pathways but right across Jobcentre Plus. Up until that time job entries were identified as a result of Jobcentre Plus staff contacting employers to follow up on submissions to vacancies – this measure was known as the Job Entry Target (JET). This was replaced from April 2006 by a centrally operated system of matching benefit claim information with employment data from Her Majesty's Revenue and Customs (HMRC). This new method – known as the Job Outcome Target (JOT) - is much less resource intensive but carries a time lag of six months in terms of being able to report job outcome data.

7.3. JOT is a completely different method of recording job entries and as such captures different numbers and types of job entries. This means that job entry levels under JOT cannot be compared directly to those pre-April 2006. The situation is further complicated by the fact that the ongoing geographical expansion of Pathways between October 2005 and December 2006 (see para 2.3, above) would lead to higher overall job entry levels.

Chart 3: Pathways job entries



7.4. **RTWC:** There have been a total of 63,840 RTWC awards up to July 2007. These break down as: 51,140 to new customers and 7,460 to existing customers. Of the 43,810 RTWC awards to the end of January 2007, there are 25,000 awards that we cannot match to a recorded Jobcentre Plus job entry.

7.5. **Impact:** Independent research conducted by the Policy Studies Institute (PSI)¹⁸ shows a 7.4 percentage point increase in the proportion of people who are employed eighteen months after claiming IB in Pathways to Work areas compared to non-Pathways to Work areas.

8. The expansion of Pathways to Work

8.1. Activity for the Expansion districts is included in the headline statistics section above (section 3) and in the analyses discussed in sections 4 to 7. The Jobcentre Plus districts in the first phase of the expansion of Pathways (Glasgow, Cumbria, West Lancashire and Teesside) commenced delivery of the service on 31st October 2005. The following table shows key statistics for the first phase of the Expansion only:

Starts	102,060
Initial WFIs attended	36,530
Repeat WFIs attended	31,450
Voluntary meetings attended	12,530
Choices starts	6,770
Job entries ¹⁹	10,740

¹⁸ *The Impact of Pathways to Work*, Bewley, Dorsett and Haille, The Policy Studies Institute, DWP report 435, 14th June 2007,

¹⁹ Job entries are to January 2007.

8.2 The Jobcentre Plus districts in the second phase of the expansion of Pathways (Barnsley Rotherham & Doncaster, City of Sunderland & County Durham, Lanarkshire & East Dumbartonshire, Liverpool & Wirral, Greater Manchester Central and Swansea Bay & West Wales) commenced delivery of the service on 24th April 2006. The following table shows key statistics for the second phase of the Expansion only:

Starts	119,760
Initial WFIs attended	45,000
Repeat WFIs attended	37,260
Voluntary meetings attended	15,380
Choices starts	8,510
Job entries ²⁰	11,040

8.3 The Jobcentre Plus districts in the third phase of the expansion of Pathways (Eastern Valleys, Greater Mersey, Staffordshire) commenced delivery of the service on 30th October 2006. The following table shows key statistics for the third phase of the Expansion only:

Starts	20,610
Initial WFIs attended	8,580
Repeat WFIs attended	5,810
Voluntary meetings attended	960
Choices starts	920
Job entries ²¹	1,200

8.4 The Jobcentre Plus districts in the enlargement phase of Pathways (Highlands Islands Clyde Coast and Grampian, Ayrshire Dumfries Galloway and Inverclyde, Dorset and Somerset, Northumbria, South Yorkshire) commenced delivery of the service on 29th December 2006, completing Districts that were only partially covered previously²². The following table shows key statistics for the Enlargement only:

Starts	26,110
Initial WFIs attended	9,320
Repeat WFIs attended	4,620
Voluntary meetings attended	1,930
Choices starts	1,020
Job entries ²³	1,170

²⁰ Job entries are to January 2007.

²¹ Job entries are to January 2007.

²² Jobcentre Plus boundary changes meant some districts were only partly rolled out. The enlargement phase filled in these gaps.

²³ Job entries are to January 2007.

Mandatory Extension of Pathways to Existing Customers

9. Phase 1: Existing customers whose Incapacity Benefit claims started in the two years immediately prior to the roll-out of Pathways

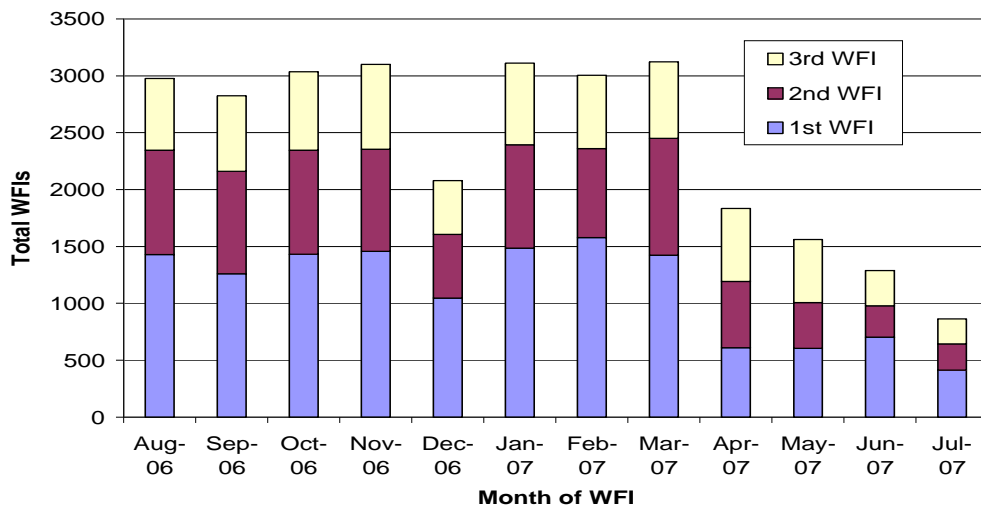
9.1. Delivery commenced on the 7th February 2005, with the last customers being called in by Spring 2006. Around 24,000 customers were identified as eligible for the process²⁴. To the end of July 2007, 43,070 WFIs have so far been attended (18,770 first WFIs, 13,290 second WFIs and 10,820 third WFIs – see *Chart 4*). The pilot districts had the aim of calling in all eligible customers by the end of March 2006. Overall, they were broadly successful in achieving this, when taking into account deferrals, waivers, cases that should have been exempted but were not and customers that left benefit before Jobcentre Plus could call them in for a WFI.

9.3 There have been 3,530 NDDP registrations, 1,060 referrals to CMP and 1,620 referrals to other programmes, with 1,990 recorded job entries in total (including NDDP broker job entries) and 640 RTWC awards.

10. Phase 2: Existing customers whose Incapacity Benefit claims started between two and six years prior to the roll-out of Pathways

10.1. Delivery commenced on the 3rd April 2006, with the last customers being called in by Spring 2007. Around 30,500 customers were identified as eligible for the process²⁵. To the end of July 2007, 36,860 WFIs have so far been attended (18,870 first WFIs, 10,370 second WFIs and 7,620 third WFIs – see *Chart 5*).

Chart 5: Mandatory WFIs attended – further extension to existing customers



²⁴ Just over 40,000 people were originally identified as potentially eligible in that their claim started in the relevant period and they were still on benefit. Of these, around 16,000 were identified as exempt from the process because either: they were recorded as having a condition which made them exempt from the PCA; they were outside the age limits (18-60) or they were receiving National Insurance credits only.

²⁵ Just under 48,000 people were originally identified as potentially eligible in that their claim started in the relevant period and they were still on benefit. Of these, around 17,500 were identified as exempt from the process for the same reasons as given in note 20, above.

10.3 There have been 1,420 NDDP registrations, 1,550 referrals to CMP and 1,310 referrals to other programmes, with 560 recorded job entries in total (including NDDP broker job entries) and 210 RTWC awards.

Other published reports:

In-house analysis

Previous editions of this report are publicly available:
http://www.dwp.gov.uk/asd/workingage/ib_ref_p2w.asp

Commissioned reports – (the formal evaluation)

DWP have commissioned a consortium of research organisations led by the Policy Studies Institute to conduct an independent evaluation of Pathways to Work. Publications:

1. **‘The Impact of Pathways to Work’, The Policy Studies Institute, DWP report 435, 14th June 2007,**
<http://www.dwp.gov.uk/asd/asd5/rports2007-2008/rrep435.pdf>
2. **Pathways to Work: Extension to existing customers (matched case study).** DWP report 418,
<http://www.dwp.gov.uk/asd/asd5/rports2007-2008/rrep418.pdf>
3. **‘Pathways to Work: Findings from the final cohort in a qualitative longitudinal panel of incapacity benefit recipients’,** Social Policy Research Unit, DWP report no. 398, 31 October 2006,
<http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep398.pdf>
4. **‘Early quantitative evidence on the impact of Pathways to Work pilots’,** Institute for Fiscal Studies, DWP report no. 354, 1 June 2006 ,
<http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep354.pdf>
5. **‘Pathways to Work from Incapacity Benefits: A study of experience and use of Return to Work Credit’,** Social Policy Research Unit, DWP report no 353, 1 June 2006,
<http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep353.pdf>
6. **‘Incapacity Benefit Reforms Pilot: Findings from the second cohort in a longitudinal panel of clients’,** Social Policy Research Unit, DWP report no 345, 11 April 2006,
<http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep345.pdf>
7. **‘Pathways to Work: Qualitative research on the Condition Management Programme,’** Policy Studies Institute, DWP Research Report no. 346, 11 April 2006,
<http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep346.pdf>
8. **‘Pathways to Work extension to some existing customers: Early findings from qualitative research’,** Policy Studies Institute, DWP report no. 323, 28 February 06,
<http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep323.pdf>
9. **Incapacity Benefit reforms – Pathways to Work Pilots performance and analysis,** Jan 06, DWP report no. 26,
<http://www.dwp.gov.uk/asd/asd5/wp26.pdf>

10. **Incapacity Benefit Reforms – the Personal Adviser Role & Practices: Stage Two**, National Centre for Social Research, DWP report no. 278, Sept 2005, <http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep278.pdf>
11. **IB Reforms Pilot: Findings from a longitudinal panel of clients**, Social Policy Research Unit, DWP report no. 259, July 05, <http://www.dwp.gov.uk/asd/asd5/rports2005-2006/rrep278.pdf>
12. **Incapacity Benefit Reforms - The Personal Adviser Role & Practices**, National Centre for Social Research, DWP report no 212, Nov 04, <http://www.dwp.gov.uk/jad/2004/212rep.pdf>
13. **Incapacity Benefit Reforms - Early findings from qualitative research**, National Centre for Social Research, DWP report no 202, Sept 04, <http://www.dwp.gov.uk/jad/2004/202rep.pdf>

Data protection issue

All cell values within the tables have been rounded to the nearest ten and values of "-" are nil or negligible. 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.

Annex A

Pathways to Work - Cumulative monthly totals

Note: tables not including mandatory extension to stock except where stated

Table 1: Month entered Pathways to Work Pilots (new/volunteers)

Table 1a Month entered Pathways to Work Pilots by New/Voluntary Customers

Start Month	Total	Existing Customers	New Customers (1)	Unable to allocate to New/Existing (2)	% existing customers
Up to Jul 06	299,750	24,290	275,460	-	8%
Aug-06	25,440	1,090	24,340	-	4%
Sep-06	25,770	1,010	24,760	-	4%
Oct-06	31,020	600	30,420	-	2%
Nov-06	27,330	570	26,760	-	2%
Dec-06	18,020	320	17,700	-	2%
Jan-07	28,450	600	27,850	-	2%
Feb-07	24,080	420	23,650	-	2%
Mar-07	26,890	490	26,400	-	2%
Apr-07	23,810	350	23,460	-	1%
May-07	24,500	390	22,050	2,070	.
Jun-07	20,430	360	18,550	1,520	.
Jul-07	16,060	310	14,100	1,650	.
Total	591,530	30,800	555,490	5,240	.

(1) Pre-Oct 06: Initial JCP contacts plus customers where claim start identified after Pathways Go-live.

Post-Oct-06: Pathways marker on JCP system set.

(2) Unable to allocate for later months as benefit details are incomplete.

Table 1b: New Customers where benefit claim identified

Start Month	New Customers	Where benefit claim start identified (4)	% of initial contacts where benefit claim start identified
Up to Jul 06	275,460	200,090	73%
Aug-06	24,340	17,260	71%
Sep-06	24,760	18,090	73%
Oct-06	30,420	24,250	80%
Nov-06	26,760	20,340	76%
Dec-06	17,700	12,800	72%
Jan-07	27,850	20,230	73%
Feb-07	23,650	17,230	73%
Mar-07	26,400	18,340	69%
Apr-07	23,460	17,140	73%
May-07	22,050	16,830	76%
Jun-07	18,550	12,750	69%
Jul-07	14,100	5,120	36%
Total	555,490	400,470	72%

(3) Proportions will increase for the last quarter as more benefit records are received

(4) 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. In addition, some claims are not pursued and there will be some data matching inaccuracies.

Table 2: Month entered Pathways to Work Pilots by District (new/repeat)

Start Month	Ayshire, Dumfries, Galloway & Inverclyde	Glasgow	Lanarkshire & Dumbarton	Highlands, Islands, Clyde Coast & Grampian	Tees Valley	South Tyne & Wear Valley	Northumbria	Cumbria	Greater Merseyside	Liverpool & Wirral	Greater Manchester Central
Up to Jul 06	6,980	22,270	4,340	21,060	8,420	14,670	11,790	6,460	160	4,280	4,540
Aug-06	250	1,970	1,550	1,630	1,120	1,960	420	810	60	1,320	1,430
Sep-06	240	1,710	1,340	1,510	1,200	2,110	420	880	60	1,420	1,610
Oct-06	300	2,690	2,090	1,060	1,400	3,410	490	800	120	2,120	1,820
Nov-06	230	1,530	1,730	970	1,270	2,390	430	810	780	1,660	1,250
Dec-06	220	890	1,030	600	680	1,310	380	490	690	920	820
Jan-07	850	1,280	1,460	1,470	1,110	1,830	1,710	640	1,140	1,250	1,090
Feb-07	920	1,220	1,070	1,210	1,010	1,430	1,310	540	860	1,010	1,020
Mar-07	980	1,140	1,290	1,310	930	1,530	1,430	670	1,020	1,150	1,100
Apr-07	790	1,110	1,100	1,110	860	1,450	1,330	560	1,010	1,020	1,010
May-07	880	1,080	1,120	1,160	860	1,520	1,290	520	940	1,060	1,010
Jun-07	750	940	880	910	810	1,380	1,240	490	790	860	680
Jul-07	500	570	730	590	570	1,110	1,000	380	680	680	620
Total	13,890	38,420	19,750	34,570	20,240	36,090	23,220	14,040	8,310	18,760	18,010

Start Month	Lancashire	South Yorkshire	South Wales Valleys	South West Wales	Staffordshire	Derbyshire	Essex	Somerset & Dorset	Non-Pathways / Missing District
Up to Jul 06	35,860	5,030	26,760	3,870	210	35,570	43,160	13,840	30,480
Aug-06	2,490	1,300	760	1,380	10	1,300	1,950	480	3,240
Sep-06	2,630	1,420	860	1,440	10	1,410	1,850	530	3,120
Oct-06	3,360	1,780	540	1,570	80	1,880	1,870	850	2,790
Nov-06	2,780	1,670	1,240	1,380	730	1,600	1,660	580	2,650
Dec-06	1,610	950	870	1,080	730	990	1,020	400	2,360
Jan-07	2,260	1,810	1,280	1,240	1,070	1,080	1,560	890	3,440
Feb-07	2,010	1,540	1,010	1,070	830	890	1,280	760	3,100
Mar-07	2,340	1,690	1,250	1,040	1,000	920	1,180	1,230	3,690
Apr-07	1,760	1,520	1,130	990	880	830	1,110	910	3,340
May-07	1,680	1,710	1,090	1,000	940	840	1,130	1,030	1,600
Jun-07	1,550	1,450	1,010	940	880	750	1,070	760	760
Jul-07	1,150	1,220	810	730	560	600	900	570	440
Total	61,470	23,090	38,600	17,720	7,930	48,640	59,730	22,820	61,010

Table 3: WFIs attended (new/repeat)

Month Repeat WFI attended	Total	Initial WFI	1st Repeat WFI	2nd Repeat WFI	3rd Repeat WFI	4th Repeat WFI	5th Repeat WFI
Up to Jul 06	165,740	93,170	30,310	17,990	11,860	7,910	4,500
Aug-06	14,060	8,360	2,410	1,330	910	670	380
Sep-06	14,480	8,160	2,870	1,490	900	630	430
Oct-06	9,740	6,970	1,200	710	410	250	190
Nov-06	14,190	8,800	2,290	1,370	830	530	370
Dec-06	11,760	7,130	2,030	1,110	730	440	320
Jan-07	21,150	11,970	3,980	2,280	1,370	940	620
Feb-07	18,820	9,170	4,120	2,400	1,490	990	670
Mar-07	24,080	12,390	4,310	3,170	1,980	1,330	910
Apr-07	22,730	11,070	4,410	2,810	2,060	1,400	1,000
May-07	25,620	12,340	4,830	3,370	2,300	1,620	1,160
Jun-07	26,060	12,010	4,970	3,460	2,530	1,770	1,320
Jul-07	25,920	11,670	4,850	3,490	2,600	1,880	1,430
Total	394,350	213,210	72,560	45,000	29,960	20,330	13,300

Table 3b: First voluntary WFIs attended (new/repeat/voluntary)

Month meeting attended	Total	Existing Customers	New Customers
Up to Jul 06	32,050	6,820	25,230
Aug-06	2,760	550	2,210
Sep-06	2,830	460	2,370
Oct-06	700	210	490
Nov-06	1,090	260	830
Dec-06	690	140	550
Jan-07	1,500	280	1,230
Feb-07	1,480	230	1,250
Mar-07	1,970	310	1,660
Apr-07	1,690	230	1,460
May-07	2,200	270	1,930
Jun-07	2,190	220	1,970
Jul-07	1,930	220	1,710
Total	53,080	10,200	42,880

Table 4: Screening Tool

Month Screening Tool applied	Total	In	Out	% screened out
Up to Jul 06	60,800	41,070	19,740	32%
Aug-06	5,600	3,760	1,840	33%
Sep-06	5,530	3,810	1,720	31%
Oct-06	6,370	4,310	2,060	32%
Nov-06	7,090	4,820	2,270	32%
Dec-06	5,580	3,680	1,900	34%
Jan-07	9,430	6,240	3,190	34%
Feb-07	7,190	4,680	2,510	35%
Mar-07	10,100	6,600	3,500	35%
Apr-07	9,010	6,010	3,000	33%
May-07	9,940	6,690	3,250	33%
Jun-07	9,810	6,640	3,170	32%
Jul-07	9,590	6,400	3,200	33%
Total	156,030	104,710	51,330	33%

Table 5: Choices Package starts (new/repeat/voluntary)

Month of start	Total	NDDP	Condition Management (referrals)	Other Programme Starts (5)
Up to Jul 06	33,560	17,680	11,800	4,080
Aug-06	2,250	1,290	780	190
Sep-06	2,290	1,310	780	200
Oct-06	2,540	1,350	960	230
Nov-06	2,760	1,300	1,220	230
Dec-06	1,620	700	780	140
Jan-07	3,510	1,770	1,410	330
Feb-07	3,120	1,630	1,220	270
Mar-07	3,760	1,900	1,500	360
Apr-07	3,300	1,650	1,330	320
May-07	3,740	1,860	1,570	300
Jun-07	3,870	1,800	1,750	320
Jul-07	3,500	1,500	1,750	260
Total	69,800	35,740	26,840	7,210

(5) 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 by New/Existing Customers

Month RTWC awarded	Total	Existing Customers	New Customers	Unable to allocate to New/Existing	RTWC (No job start yet recorded)
Up to Jul 06	28,520	5,080	23,450	-	14,660
Aug-06	2,230	270	1,960	-	1,460
Sep-06	2,420	210	2,200	-	1,570
Oct-06	2,870	230	2,630	-	1,900
Nov-06	2,850	230	2,620	-	1,870
Dec-06	2,200	160	2,040	-	1,580
Jan-07	2,730	180	2,550	-	1,970
Feb-07	3,020	200	2,820	-	-
Mar-07	3,690	230	3,460	-	-
Apr-07	3,380	200	3,180	-	-
May-07	3,700	180	1,440	2,070	-
Jun-07	3,180	140	1,520	1,520	-
Jul-07	3,060	140	1,270	1,650	-
Total	63,840	7,460	51,140	5,240	25,001

Table 7: Job entries by New/Existing Customers

Month of job entry	Total	Existing Customers	New Customers
Up to Jan 06	28,050	4,740	23,310
Feb-06	1,730	140	1,590
Mar-06	2,480	250	2,230
Apr-06	2,040	150	1,900
May-06	3,210	300	2,910
Jun-06	2,940	330	2,610
Jul-06	3,150	320	2,830
Aug-06	3,520	270	3,260
Sep-06	4,120	290	3,830
Oct-06	4,650	290	4,360
Nov-06	4,270	240	4,030
Dec-06	3,000	150	2,850
Jan-07	4,270	210	4,060
Total	67,410	7,660	59,760

Table 8: Mandatory extension to existing customers: WFIs attended

Month WFI attended	Total	1st WFI	2nd WFI	3rd WFI
Up to Jul 06	50,870	24,290	15,220	11,360
Aug-06	3,150	1,450	970	730
Sep-06	2,940	1,280	940	720
Oct-06	3,050	1,430	920	700
Nov-06	3,110	1,460	900	750
Dec-06	2,080	1,050	560	480
Jan-07	3,110	1,490	910	720
Feb-07	3,010	1,580	780	650
Mar-07	3,120	1,420	1,020	680
Apr-07	1,840	610	590	640
May-07	1,560	600	400	550
Jun-07	1,290	700	280	310
Jul-07	840	410	220	210
Total	79,960	37,770	23,710	18,480

Annex B

Pathways to Work Pilots-New Customers activity by month of entry
 Cohort Table 1 Pathways to Work Pilots WFI process-NEW CUSTOMERS ONLY

Month of Pathways to Work start	Number of JC Plus contacts	Number of Benefit claims identified (1)	% 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 Jul 06	275,460	200,090	73%	132,350	109,950	59,790	10,530	72,560	32%	38,030	24,640	17,770	13,180	9,020	102,640
Aug-06	24,340	17,260	71%	4,600	4,290	880	510	3,560	31%	1,180	960	760	590	460	3,930
Sep-06	24,760	18,090	73%	3,940	4,090	520	490	3,250	33%	1,380	1,040	770	570	430	4,200
Oct-06	30,420	24,250	80%	18,670	15,680	2,170	1,640	12,030	33%	6,890	4,890	3,500	2,450	1,680	19,420
Nov-06	26,760	20,340	76%	15,570	13,300	1,760	1,490	10,470	34%	5,550	3,850	2,660	1,740	1,040	14,830
Dec-06	17,700	12,800	72%	10,120	8,810	1,070	880	7,010	37%	3,310	2,190	1,430	790	400	8,100
Jan-07	27,850	20,230	73%	15,700	13,420	1,500	1,380	11,000	34%	5,220	3,330	1,850	760	200	11,360
Feb-07	23,650	17,230	73%	13,260	11,120	1,070	1,110	9,080	33%	4,200	2,340	890	170	40	7,630
Mar-07	26,400	18,340	69%	14,300	12,270	980	1,020	10,080	33%	4,100	1,450	250	60	30	5,890
Apr-07	23,460	17,140	73%	12,950	10,940	710	900	9,070	32%	2,250	270	60	20	10	2,600
May-07	22,050	16,830	76%	12,350	8,410	500	730	7,070	32%	410	50	10	-	-	470
Jun-07	18,550	12,750	69%	5,140	1,150	200	260	950	29%	50	-	10	-	-	60
Jul-07	14,100	5,120	36%	550	190	50	110	150	31%	-	-	-	-	-	-
Total	555,490	400,470	72%	259,520	213,600	71,200	21,040	156,280	33%	72,550	45,000	29,960	20,330	13,300	181,140

(1)Proportions will increase for later months as more benefit records are received. Some short-term claims will be missed as PSCS benefit scans are 6 weekly, in addition to claims not pursued and some data matching errors.

Cohort Table 2 Choices package, Job entries and Return To Work Credit (RTWC)

Month of Pathways to Work start	Number of JC Plus contacts	Starts to Choices (2)				Jobs Total Job starts	RTWC	
		Total	NDDP	Condition Management	other programmes (non-New Deal)		Total number of RTWC awards	Number of RTWC awards with Job recorded
Up to Jul 06	275,460	31,960	21,010	5,750	5,200	46,090	29,750	13,800
Aug-06	24,340	1,180	800	190	190	2,520	1,770	340
Sep-06	24,760	1,000	690	170	140	2,330	1,800	270
Oct-06	30,420	2,910	2,020	680	210	3,160	3,240	490
Nov-06	26,760	2,470	1,730	530	210	2,400	2,850	250
Dec-06	17,700	1,520	1,100	320	100	1,520	2,110	80
Jan-07	27,850	2,080	1,490	440	160	1,710	2,630	100
Feb-07	23,650	1,470	1,090	300	90	-	2,330	-
Mar-07	26,400	1,320	1,040	210	70	-	2,540	-
Apr-07	23,460	870	720	120	40	-	1,990	-
May-07	22,050	470	400	40	20	-	80	-
Jun-07	18,550	130	110	10	10	-	40	-
Jul-07	14,100	20	20	-	-	-	10	-
Total	555,500	47,400	32,220	8,740	6,440	59,740	51,150	15,320

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

Cohort Table 3 Pathways to Work activity following Initial WFI

Month of Pathways to Work start	Number of Initial WFI's	Starts to Choices (2)				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 Jul 06	109,950	24,130	16,390	5,080	2,660	20,510	13,610	9,080
Aug-06	4,290	680	480	140	60	420	350	130
Sep-06	4,090	630	430	150	50	290	330	90
Oct-06	15,680	2,610	1,830	640	140	940	1,450	310
Nov-06	13,300	2,180	1,540	500	130	420	1,140	110
Dec-06	8,810	1,360	1,000	300	70	110	720	20
Jan-07	13,420	1,840	1,320	420	100	60	860	10
Feb-07	11,120	1,280	940	290	50	-	530	-
Mar-07	12,270	1,190	940	200	50	-	390	-
Apr-07	10,940	760	630	110	30	-	130	-
May-07	8,410	360	310	40	10	-	30	-
Jun-07	1,150	30	30	-	-	-	10	-
Jul-07	190	10	10	-	-	-	-	-
Total	213,620	37,040	25,850	7,840	3,350	22,740	19,560	9,750

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

Cohort Table 4 Benefit Off-flows

Month of Pathways to Work start	Number of Benefit claims identified (1)	Benefit Off-flows (New Customers)	% who we know to have left benefit
Up to Jul 06	200,090	124,980	62%
Aug-06	17,260	8,490	49%
Sep-06	18,090	8,690	48%
Oct-06	24,250	11,500	47%
Nov-06	20,340	9,050	44%
Dec-06	12,800	5,230	41%
Jan-07	20,230	7,620	38%
Feb-07	17,230	5,720	33%
Mar-07	18,340	4,850	26%
Apr-07	17,140	3,160	18%
May-07	16,830	1,580	9%
Jun-07	12,750	360	3%
Jul-07	5,120	80	2%
Total	400,470	191,310	48%

(1) Proportions will increase for the last 4 months as more benefit records are received

Some short-term claims will be missed as the benefits 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. In addition to claims are not pursued and there will be some data matching inaccuracies.