

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

October 2009

Executive summary

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

The headline figures are:

1,223,170 Pathways starts in Jobcentre Plus areas for 912,590 individuals (to April 2009).

190,270 job entries for 147,960 individuals (to January 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 **April 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 benefits¹. 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.

¹ '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 April 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, WFI^s, Choices and Job Entries

2.1.1 Starts

1,233,170 starts to Pathways to Work, for 912,590 individuals

2.1.2 Initial Work Focused Interviews (WFI^s)

533,490 mandatory initial WFI^s, of which:

- 495,140 were for new/repeat customers and
- 38,360 were for the mandatory extension to existing customers

2.1.3 Repeat WFI^s and Voluntary WFI^s

671,160 mandatory repeat WFI^s, of which:

- 628,080 were for new/repeat customers, and
- 43,080 were for the mandatory extension to existing customers

296,250 voluntary WFI^s attended in total (to July 2009)

2.1.4 Choices

195,220 starts to Choices programmes, for 157,110 individuals, including:

- 91,660 NDDP starts
- 79,610 Condition Management Programme referrals and
- 23,950 other programme starts²

2.1.5 Job Entries and Return to Work Credit (RTWC)

- 190,270 job entries for 147,960 individuals (to January 2009³).
- 118,900 RTWC awards for 82,730 individuals (to April 2009).

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

³ Job entries data is taken from HMRC data. January 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 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.
- 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 out⁵ of the

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.

⁵ 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

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%

Annex A: Jobcentre Plus Pathways to Work Breakdowns

Totals may not sum due to rounding

Table 1a: Month entered Pathways to Work

Start Month	Total	New Customers (1)	Voluntary Existing Customers	Mandatory Existing Customers
Up to May 08	919,060	819,100	60,590	39,370
May-08	25,330	24,390	940	.
Jun-08	26,020	25,090	930	.
Jul-08	28,750	27,760	990	.
Aug-08	26,260	25,360	910	.
Sep-08	27,450	26,340	1,110	.
Oct-08	27,320	26,260	1,060	.
Nov-08	24,340	23,510	830	.
Dec-08	24,040	23,470	580	.
Jan-09	27,890	27,170	720	.
Feb-09	24,640	24,010	630	.
Mar-09	29,540	28,870	670	.
Apr-09	22,540	22,070	470	.
Total	1,233,170	1,123,390	70,410	39,370

(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 May 08	819,100	611,660	75%
May-08	24,390	19,030	78%
Jun-08	25,090	19,760	79%
Jul-08	27,760	21,790	79%
Aug-08	25,360	19,910	79%
Sep-08	26,340	20,860	79%
Oct-08	26,260	21,010	80%
Nov-08	23,510	18,840	80%
Dec-08	23,470	19,280	82%
Jan-09	27,170	22,510	83%
Feb-09	24,010	20,030	83%
Mar-09	28,870	24,310	84%
Apr-09	22,070	18,610	84%
Total	1,123,390	857,590	76%

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

Table 2: Month entered Pathways to Work by District (new and voluntary customers)

Start Month	Ayrshire, Dumfries, Galloway & Inverclyde	Glasgow	Lanarkshire & Dumbarton	Highlands, Islands, Clyde Coast & Grampian	Tees Valley	South Tyne & Wear Valley	Northumbria	Cumbria	Lancashire	Liverpool & Wirral	Greater Mersey	Greater Manchester Central	South Yorkshire
Up to May 08	22,070	47,300	29,870	46,940	27,770	47,900	33,620	15,600	67,810	27,150	16,860	29,080	37,480
May-08	800	1,000	920	1,250	720	1,330	1,200	380	1,520	940	940	1,170	1,490
Jun-08	790	960	990	1,150	810	1,310	1,220	440	1,640	920	940	1,180	1,620
Jul-08	810	1,070	950	1,300	840	1,470	1,370	470	1,760	1,070	980	1,260	1,750
Aug-08	810	990	1,130	1,240	780	1,400	1,270	390	1,570	910	890	1,110	1,660
Sep-08	860	1,160	1,240	1,390	890	1,740	1,370	450	1,760	1,090	1,030	1,190	1,810
Oct-08	890	1,140	1,280	1,300	850	1,580	1,410	470	1,840	1,060	950	1,220	1,950
Nov-08	800	990	1,150	1,080	810	1,560	1,340	370	1,580	970	830	1,270	1,520
Dec-08	890	1,010	1,270	1,220	790	1,590	1,340	350	1,760	850	740	1,090	1,420
Jan-09	890	1,050	1,310	1,410	950	1,650	1,480	460	1,860	1,030	960	1,340	1,680
Feb-09	810	890	1,180	1,360	790	1,420	1,360	440	1,650	1,000	910	1,240	1,650
Mar-09	1,060	1,020	1,490	1,500	940	1,850	1,540	510	1,990	1,070	1,050	1,510	1,970
Apr-09	790	840	1,020	1,010	800	1,480	1,240	390	1,520	780	730	1,280	1,340
Total	32,280	59,430	43,790	61,960	37,740	66,280	49,750	20,710	88,250	38,830	27,810	43,940	57,340

Start Month	South Wales Valleys	South West Wales	Staffordshire	Derbyshire	Essex	Somerset & Dorset	Non-Pathways / Missing District
Up to May 08	48,660	27,070	18,630	71,460	79,510	28,380	156,500
May-08	1,100	960	1,030	1,680	1,780	770	4,370
Jun-08	1,070	970	1,230	1,800	1,930	780	4,260
Jul-08	1,200	1,150	1,360	2,040	2,110	980	4,830
Aug-08	1,070	930	1,100	1,880	1,940	850	4,350
Sep-08	1,170	1,120	1,230	1,650	1,650	830	3,820
Oct-08	1,180	1,110	1,240	1,480	1,860	830	3,690
Nov-08	1,040	850	1,040	1,340	1,540	800	3,480
Dec-08	1,090	1,000	1,010	1,350	1,420	710	3,170
Jan-09	1,360	1,240	1,260	1,530	1,950	910	3,570
Feb-09	1,110	940	1,170	1,350	1,680	720	3,150
Mar-09	1,400	1,180	1,410	1,640	1,980	860	3,570
Apr-09	910	850	950	1,320	2,120	590	2,600
Total	62,370	39,360	32,640	90,500	101,470	38,000	201,360

Table 3a: WFI 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 May 08	686,330	333,500	123,570	85,290	62,200	46,590	35,180
May-08	34,130	14,600	5,590	4,060	3,670	3,380	2,840
Jun-08	33,810	14,660	5,280	4,420	3,510	3,120	2,820
Jul-08	34,850	14,780	5,720	4,390	3,740	3,210	3,010
Aug-08	30,190	13,500	4,770	3,710	3,140	2,650	2,420
Sep-08	35,840	15,300	6,150	4,630	3,740	3,210	2,800
Oct-08	37,000	15,510	6,300	4,950	3,900	3,350	2,990
Nov-08	33,340	12,770	6,510	4,600	3,740	3,060	2,650
Dec-08	31,540	11,930	7,020	4,270	3,240	2,700	2,380
Jan-09	42,930	13,610	10,380	7,180	4,830	3,760	3,170
Feb-09	37,640	10,250	8,610	7,120	5,100	3,650	2,910
Mar-09	44,020	12,460	9,480	7,420	6,140	4,810	3,730
Apr-09	41,610	12,270	8,130	6,860	5,680	4,730	3,930
Total	1,123,220	495,140	207,510	148,880	112,640	88,230	70,820

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

Month meeting attended	Total	New Customers	Existing Customers
Up to May 08	110,640	72,160	38,490
May-08	3,450	2,630	820
Jun-08	3,600	2,790	810
Jul-08	3,760	2,940	820
Aug-08	3,470	2,760	710
Sep-08	4,150	3,270	880
Oct-08	4,070	3,260	810
Nov-08	3,050	2,420	630
Dec-08	2,210	1,770	440
Jan-09	3,010	2,440	570
Feb-09	2,650	2,130	520
Mar-09	2,740	2,210	540
Apr-09	2,020	1,660	360
Total	148,830	102,440	46,380

Table 4: Screening Tool

Month Screening Tool applied	Total	In	Out	% screened out
Up to May 08	250,130	165,950	84,180	34%
May-08	11,090	7,260	3,830	35%
Jun-08	11,290	7,400	3,890	34%
Jul-08	11,490	7,470	4,020	35%
Aug-08	10,290	6,680	3,610	35%
Sep-08	11,470	7,460	4,010	35%
Oct-08	9,100	5,970	3,130	34%
Total	314,860	208,180	106,680	34%

Table 5: Choices Package starts

Month of start	Total	NDDP	Condition Management (referrals)	Other Programme Starts (3)
Up to May 08	127,450	64,150	49,240	14,060
May-08	4,590	1,770	2,130	690
Jun-08	4,700	1,720	2,160	820
Jul-08	5,630	2,360	2,420	850
Aug-08	5,200	2,240	2,260	700
Sep-08	6,350	2,510	2,830	1,000
Oct-08	6,470	2,720	2,890	870
Nov-08	5,400	2,150	2,530	720
Dec-08	4,220	1,560	2,180	480
Jan-09	6,900	2,870	3,200	840
Feb-09	6,190	2,600	2,630	970
Mar-09	6,580	2,700	2,740	1,130
Apr-09	5,540	2,320	2,390	840
Total	195,220	91,660	79,610	23,950

(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 May 08	90,830	77,910	10,270	2,650	53,500
May-08	2,640	2,330	280	20	1,200
Jun-08	2,370	2,120	230	20	1,190
Jul-08	2,670	2,360	290	20	1,270
Aug-08	2,390	2,160	220	20	1,120
Sep-08	3,450	3,110	320	20	1,580
Oct-08	2,500	2,270	220	10	1,120
Nov-08	2,410	2,170	220	20	1,110
Dec-08	1,430	1,320	110	.	680
Jan-09	1,840	1,680	140	10	900
Feb-09	1,840	1,690	140	10	880
Mar-09	2,540	2,360	180	.	1,130
Apr-09	1,990	1,860	120	10	960
Total	118,900	103,340	12,740	2,820	66,640

Table 7a: Job entries

Month of job entry	Total	New Mandatory Customers	Voluntary Existing Customers	Mandatory Existing Customers
Up to Feb 08	136,430	119,470	13,610	3,350
Feb-08	4,890	4,480	380	30
Mar-08	4,510	4,100	370	40
Apr-08	5,140	4,670	430	40
May-08	4,700	4,320	360	20
Jun-08	4,710	4,340	340	30
Jul-08	4,300	4,000	280	20
Aug-08	4,390	4,090	280	20
Sep-08	5,860	5,470	370	20
Oct-08	4,850	4,540	290	20
Nov-08	4,370	4,080	260	20
Dec-08	2,700	2,550	140	10
Jan-09	3,420	3,230	180	20
Total	190,270	169,330	17,300	3,640

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

Start Month	Ayrshire, Dumfries, Galloway & Inverclyde	Glasgow	Lanarkshire & Dumbarton	Highlands, Islands, Clyde Coast & Grampian	Tees Valley	South Tyne & Wear Valley	Northumbria	Cumbria	Lancashire	Liverpool & Wirral	Greater Mersey	Greater Manchester Central	South Yorkshire
Up to May 08	3,850	6,640	5,120	9,060	4,460	8,270	5,050	2,390	9,650	2,560	1,490	3,760	5,360
May-08	110	220	230	250	150	320	280	80	310	130	140	190	310
Jun-08	120	180	240	260	150	300	270	90	320	140	140	170	260
Jul-08	140	200	280	330	170	360	260	100	310	160	140	220	260
Aug-08	140	190	230	300	170	300	220	80	310	140	140	170	270
Sep-08	120	180	230	320	130	310	230	80	290	130	150	190	280
Oct-08	130	160	200	250	150	310	220	100	270	130	110	170	250
Nov-08	120	180	210	300	130	290	210	90	280	130	130	160	250
Dec-08	180	220	270	320	220	390	310	110	360	180	190	250	330
Jan-09	150	230	240	280	180	320	240	90	300	160	140	200	300
Feb-09	150	190	210	270	130	270	200	100	250	140	120	190	310
Mar-09	90	110	160	160	100	190	160	50	150	90	80	120	160
Apr-09	90	160	170	200	120	240	200	60	220	100	110	150	260
Total	5,400	8,850	7,780	12,290	6,260	11,860	7,830	3,420	13,010	4,190	3,080	5,930	8,570

Start Month	South Wales Valleys	South West Wales	Staffordshire	Derbyshire	Essex	Somerset & Dorset	Non-Pathways / Missing District
Up to May 08	11,150	3,990	2,250	12,300	9,230	5,580	20,930
May-08	310	230	190	270	260	160	710
Jun-08	250	190	160	250	280	130	580
Jul-08	220	200	170	340	320	160	770
Aug-08	220	210	160	290	280	170	770
Sep-08	230	220	150	330	280	160	690
Oct-08	220	210	160	280	210	130	640
Nov-08	220	180	150	290	260	140	660
Dec-08	310	280	230	350	360	190	810
Jan-09	210	220	180	330	300	170	600
Feb-09	220	180	180	320	270	140	500
Mar-09	130	130	100	170	170	90	290
Apr-09	190	140	140	200	190	120	380
Total	13,870	6,380	4,210	15,710	12,400	7,330	28,260

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 WFI			
				Number booked	Number attended	Number deferred	Number screened	Proportion screened out	1st repeat WFI attended	2nd repeat WFI attended	3rd repeat WFI attended	4th repeat WFI attended	
Up to May-08	819,100	611,660	75%	416,410	362,740	76,560	271,600	34%	144,500	108,320	86,580	71,620	
May-08	24,390	19,030	78%	13,550	13,500	400	710	34%	5,350	4,160	3,320	2,670	
Jun-08	25,090	19,760	79%	14,300	14,080	310	770	36%	5,540	4,250	3,370	2,630	
Jul-08	27,760	21,790	79%	15,630	15,630	410	780	35%	6,170	4,690	3,590	2,720	
Aug-08	25,360	19,910	79%	14,300	14,080	380	730	34%	6,050	4,520	3,350	2,410	
Sep-08	26,340	20,860	79%	16,460	13,770	370	770	36%	8,860	6,680	4,630	2,930	
Oct-08	26,260	21,010	80%	16,070	13,340	400	590	31%	9,260	6,610	4,250	2,200	
Nov-08	23,510	18,840	80%	14,050	11,440	460	290	-	7,690	4,810	2,260	740	
Dec-08	23,470	19,280	82%	14,620	11,730	520	150	-	7,410	3,570	1,020	240	
Jan-09	27,170	22,510	83%	16,960	12,880	660	100	-	5,310	1,100	230	50	
Feb-09	24,010	20,030	83%	14,960	9,020	500	50	-	1,100	150	30	10	
Mar-09	28,870	24,310	84%	12,200	2,690	290	40	-	270	30	10	10	
Apr-09	22,070	18,610	84%	1,720	230	120	20	-	10	-	-	20	
Total	1,123,390	857,590	76%	581,220	495,140	81,440	38,300	314,650	34%	207,510	148,880	112,640	88,230
													628,080

(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	Total number of RTWC awards	RTWC
		Total	NDDP	Management			
Up to May 08	819,100	105,710	61,200	26,520	17,980	151,820	89,500
May-08	24,390	2,760	1,490	940	340	2,920	1,660
Jun-08	25,090	3,070	1,680	1,040	350	2,860	1,630
Jul-08	27,760	3,110	1,710	1,080	310	2,960	1,740
Aug-08	25,360	2,730	1,550	950	230	2,370	1,440
Sep-08	26,340	3,180	1,780	1,190	220	2,300	1,650
Oct-08	26,260	2,920	1,660	1,060	200	1,620	1,230
Nov-08	23,510	2,260	1,350	750	150	1,210	1,110
Dec-08	23,470	2,000	1,320	590	100	700	830
Jan-09	27,170	1,690	1,140	460	100	550	810
Feb-09	24,010	790	550	190	40	-	590
Mar-09	28,870	310	220	70	20	-	650
Apr-09	22,070	60	50	-	-	-	500
Total	1,123,390	130,580	75,700	34,840	20,040	169,330	103,340
							39,290

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

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

Month of Pathways to Work start	Number of Initial WFI's	Starts to Choices (5)				Total number of RTWC awards	RTWC
		Total	NDDP	Management Condition	Other programmes (non-New Deal)		
Up to May 08	333,500	84,580	50,490	23,680	10,420	72,560	39,420
May-08	14,600	2,470	1,350	900	230	1,630	960
Jun-08	14,660	2,750	1,520	1,000	230	1,620	1,010
Jul-08	14,780	2,800	1,550	1,040	210	1,520	1,020
Aug-08	13,500	2,450	1,400	900	160	1,160	780
Sep-08	15,300	2,920	1,640	1,140	150	800	700
Oct-08	15,510	2,650	1,520	1,000	140	540	600
Nov-08	12,770	2,030	1,220	720	90	260	480
Dec-08	11,930	1,810	1,190	560	70	120	420
Jan-09	13,610	1,440	980	420	50	20	280
Feb-09	10,250	640	460	160	20	-	70
Mar-09	12,460	210	160	50	10	-	10
Apr-09	12,270	20	20	-	-	-	-
Total	495,140	95,030	63,470	31,550	11,760	80,240	45,730
							28,630

(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 May 08	611,660	393,220	64%
May-08	19,030	9,280	49%
Jun-08	19,760	9,540	48%
Jul-08	21,790	10,090	46%
Aug-08	19,910	8,750	44%
Sep-08	20,860	8,440	40%
Oct-08	21,010	8,010	38%
Nov-08	18,840	6,930	37%
Dec-08	19,280	6,040	31%
Jan-09	22,510	4,970	22%
Feb-09	20,030	2,750	14%
Mar-09	24,310	1,470	6%
Apr-09	18,610	240	1%
Total	857,590	469,740	55%

(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. This is in addition to claims that are not pursued, and data matching inconsistencies.

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 sixth to be based on outputs from the revised database. This report is the second 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.