

## ***Pathways to Work* Performance Summary** **March 2008**

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### **1. Introduction:**

1.1 This summary contains data up to and including **October 2007** (unless otherwise stated). Some of the data given for more recent months may be subject to revisions in future months as more complete benefits data becomes available. This summary does not contain data for Provider-led Pathways as this did not commence until 3<sup>rd</sup> December 2007.

1.2 The *Pathways to Work* Incapacity Benefit Reform Pilots 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, 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.

1.3 *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 31<sup>st</sup> October 2005, the second phase commenced on 24<sup>th</sup> April 2006 and the third phase commenced on 30<sup>th</sup> October 2006, with the final phase of Jobcentre Plus-delivered Pathways - completing Jobcentre Plus districts that were only partially covered – taking place on 29<sup>th</sup> December 2006. This means that Jobcentre Plus-delivered Pathways is available in 17 complete Jobcentre Plus districts<sup>2</sup>, covering around 40% of the national incapacity benefit caseload. The first phase of Provider-led Pathways, delivered by external providers from the private and voluntary sector, commenced in December 2007 (not covered in this report). A further phase will commence in April 2008, completing coverage to the whole country.

1.4 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

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

<sup>2</sup> There is also coverage in a small part of one further district.

commenced in April 2006. In one district, Somerset, this was extended to customers of all durations.

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 over the last year. 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 second to be based on outputs from the revised database. There will be ongoing development of the database over the next year to accommodate the introduction of provider-led Pathways and the Employment and Support Allowance.

## 2. The *Pathways to Work* IB Reforms process as delivered by Jobcentre Plus

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 Tool<sup>3</sup> 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 exempt<sup>4</sup> 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.
- Within Provider-led Pathways areas Jobcentre Plus deliver the first WFI at around eight weeks. All customers who are not screened out are referred on to the local Provider on a mandatory basis to attend the further five WFIs. Screened out customers are also referred and can participate on a voluntary basis.
- The Providers will also offer a range of provision aimed at improving labour market readiness and opportunities but the precise nature of this provision can vary between providers.
- 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 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.

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<sup>3</sup> 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.

<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 process. This group is also exempted from participation in further mandatory WFIs.

### 2.3. Pathways to Work roll out schedule

| <b>Date</b> | <b>Phase</b>  | <b>Approx. % coverage</b> | <b>Cumulative coverage</b> |
|-------------|---|---------------------------|----------------------------|
| Oct 2003    | Pilots phase 1  | 4%                        | 5%                         |
| Apr 2004    | Pilots phase 2  | 5%                        | 9%                         |
| Oct 2005    | Expansion phase 1   | 7%                        | 16%                        |
| Apr 2006    | Expansion phase 2   | 13%                       | 28%                        |
| Oct 2006    | Expansion phase 3   | 5%                        | 33%                        |
| Dec 2006    | Enlargement – completing Jobcentre Plus districts that were partially covered | 6%                        | 39%                        |
| Dec 2007    | Provider-led Pathways phase 1   | 31%                       | 70%                        |
| Apr 2008    | Provider-led Pathways phase 2   | 30%                       | 100%                       |

### 3. Headline Statistics

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

➤ **Starts**

733,740 starts to Pathways to Work, for 564,570 individuals

➤ **Initial Work Focused Interviews (WFIs) and Screening Tool**

289,740 mandatory initial WFIs, of which:

- 251,400 were for new/repeat customers and
- 38,340 were for the mandatory extension to existing customers

➤ **Repeat WFIs and Voluntary WFIs**

276,270 mandatory repeat WFIs, of which:

- 233,270 were for new/repeat customers, and
- 42,960 were for the mandatory extension to existing customers

124,580 voluntary meetings attended in total<sup>5</sup>

25% of screened out customers go on to attend a voluntary meeting<sup>6</sup>

➤ **Choices**

96,530 starts to Choices programmes, for 79,730 individuals, including:

- 50,610 NDDP starts
- 36,220 Condition Management Programme referrals and
- 9,700 other programme starts<sup>7</sup>

➤ **Job entries<sup>8</sup> and Return to Work Credit (RTWC)**

- 83,770 job entries<sup>9</sup> for 64,240 individuals (to April 2007).
- 75,760 RTWC awards for 49,950 individuals (to October 2007).

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<sup>5</sup> Includes voluntary WFIs and caseload meetings.

<sup>6</sup> Based on analysis of customers screened out up to January 2007.

<sup>7</sup> Work Preparation, Workstep, Programme Centres, Work Based Learning for Adults (England), Training for Work (Scotland) and Work Trials.

<sup>8</sup> Job entry data to April 2007.

<sup>9</sup> Includes RTWC awards for which there is no recorded Jobcentre Plus job entry.

## **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 8 and 9.**

### **4. Starts**

4.1. There were a total of 694,410 starts<sup>10</sup> to Pathways to Work from 535,410 individuals to the end of October 2007. Of these 694,410 starts, 637,930 are currently identifiable as new customers, eligible to be mandated into the process and 50,830 are currently identifiable as voluntary participants<sup>11</sup>. There are a further 5,650 that we cannot yet allocate to either group<sup>12</sup>, but it is likely that a large proportion of these will eventually be identified as new customers.

### **5. Work Focused Interview (WFI) activity**

5.1. There have been a total of 609,240 WFIs to the end of October 2007. These break down as follows:

5.2. **Initial WFIs and Screening Tool:** A total of 251,400 Initial WFIs for new/repeat customers had taken place by October 2007. Of these, the Screening Tool was applied in 186,700 cases (74%). The 26 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 233,270 mandatory repeat WFIs to the end of October 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 124,580 voluntary meetings recorded to the end of October 2007. Of these 41,890 were with voluntary customers and 82,400 were with mandated new/repeat customers. Around 25 percent of screened out customers go on to attend a voluntary meeting<sup>13</sup>.

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<sup>10</sup> 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.

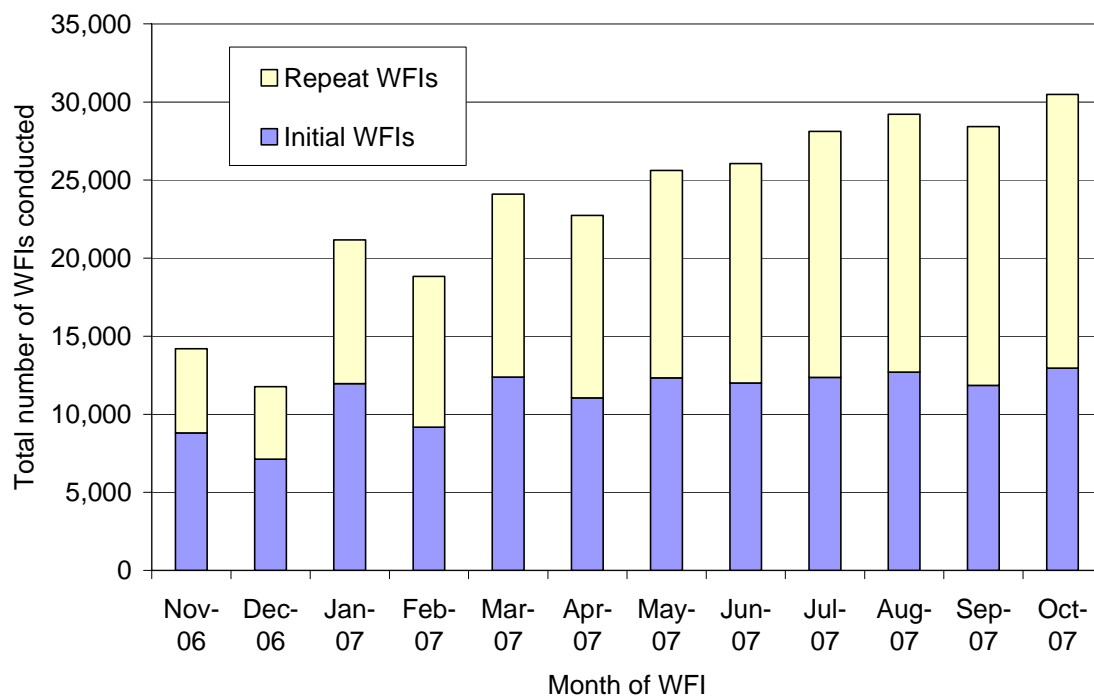
<sup>11</sup> Not required to enter the mandatory process, either due to their age (under 18 or 60+) or because they are existing customers. Therefore participation is purely voluntary.

<sup>12</sup> 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.

<sup>13</sup> Based on analysis of customers screened out up to April 2007.

5.5. *Chart 1* shows that initial WFIs appear to have achieved a steady state of around 12-13,000 per month and total mandatory WFIs appear to be levelling off at around 28-30,000 per month. There will be significant increases in the overall monthly numbers of WFIs throughout 2008 and well into 2009 following the rollout of Provider-led Pathways (see 2.3, above).

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



## 6. The Choices Package

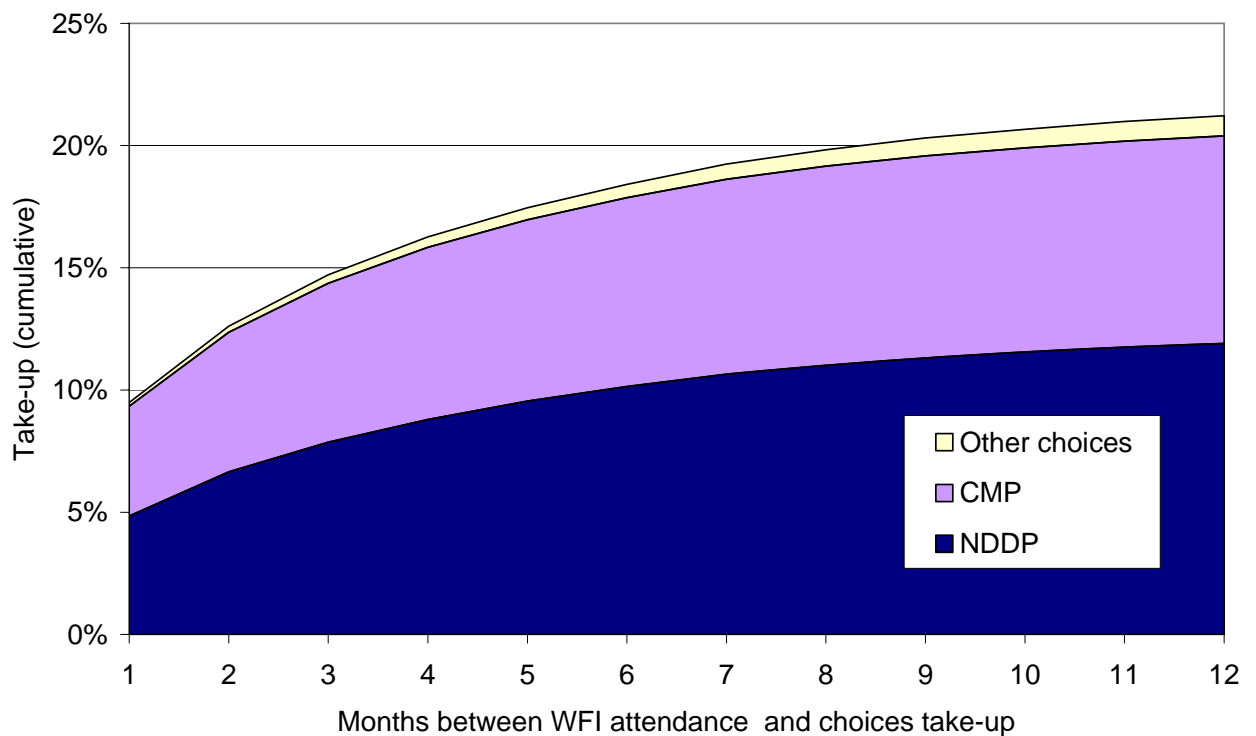
6.1. There were a total of 86,970 starts to Choices package programmes to the end of October 2007. This is broken down as 45,220 NDDP registrations, 33,420 Condition Management Programme (CMP) referrals<sup>14</sup> and 8,330 other programme<sup>15</sup> starts.

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 30<sup>th</sup> April 2007. The chart shows an overall take-up rate of around 21 percent after twelve months.

<sup>14</sup> 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

<sup>15</sup> 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)

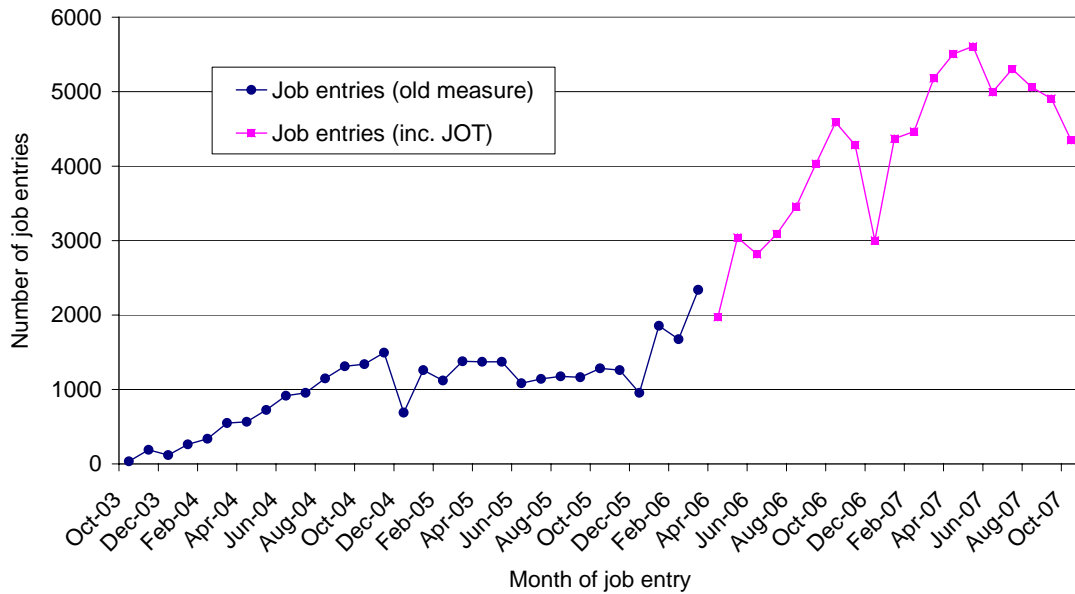
**7.1. Job Entries:** There were a total of 80,880 recorded job entries from 62,540 individuals to the end of April 2007. Of these 80,880 job entries, 72,090 were from the mandatory customer group and 8,790 were from voluntary customers. These job entries include 30,100 RTWC awards for which there is 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 73,250 RTWC awards up to October 2007. These include 58,850 to new customers and 8,750 to existing customers<sup>16</sup>. Of the 51,500 RTWC awards to the end of April 2007, there are 30,100 awards that we cannot match to a recorded Jobcentre Plus job entry.

**7.5. Impact:** Independent research conducted by the Policy Studies Institute (PSI)<sup>17</sup> 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.

<sup>16</sup> There are a further 5,700 we are not yet able to allocate to either category.

<sup>17</sup> *The Impact of Pathways to Work*, Bewley, Dorsett and Haille, The Policy Studies Institute, DWP report 435, 14<sup>th</sup> June 2007,

## **Mandatory Extension of Pathways to Existing Customers**

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

8.1. Delivery commenced in the seven pilot areas February 2005, with the last customers being called in by Spring 2006. To the end of October 2007 there have been 18,880 starts<sup>18</sup>, with a total of 43,090 WFIs being attended (18,880 first WFIs, 13,340 second WFIs and 10,860 third WFIs). 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, exempted cases and customers that left benefit before Jobcentre Plus could call them in for a WFI.

8.2 There have been 5,780 Choices starts: 3,740 NDDP registrations, 1,140 referrals to CMP and 900 starts to other programmes. There have been 2,300 recorded job entries in total (including NDDP broker job entries) and 1,780 RTWC awards.

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

9.1. Delivery commenced in the seven pilot areas in April 2006, with the last customers being called in by Spring 2007. To the end of October 2007 there have been 19,460 starts, with a total of 38,220 WFIs being attended (19,460 first WFIs, 10,760 second WFIs and 7,990 third WFIs). The pilot districts had the aim of calling in all eligible customers by the end of March 2007. Overall, they were broadly successful in achieving this, when taking into account deferrals, waivers, exempted cases and customers that left benefit before Jobcentre Plus could call them in for a WFI.

9.2 There have been 3,750 Choices starts: 1,630 NDDP registrations, 1,660 referrals to CMP and 460 starts to other programmes. There have been 580 recorded job entries in total (including NDDP broker job entries) and 730 RTWC awards.

9.3 For the mandatory extension as a whole (across both phases) there have been 38,340 starts, with a total of 81,300 WFIs being attended, resulting in 9,540 Choices starts and 2,890 job entries.

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<sup>18</sup> A 'start' being defined as a customer attending a first mandatory WFI.

## **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](http://www.dwp.gov.uk/asd/workingage/ib_ref_p2w.asp)

1. **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>

## **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. **Qualitative research exploring the Pathways to Work sanctions regime**, National Centre for Social Research, DWP Report 475, [www.dwp.gov.uk/asd/asd5/rports2007-2008/rrep475.pdf](http://www.dwp.gov.uk/asd/asd5/rports2007-2008/rrep475.pdf)
2. **Pathways to Work: A study of experience and use of the Job Preparation Premium**, Social Policy Research Unit, University of York, DWP report 474, [www.dwp.gov.uk/asd/asd5/summ2007-2008/rrep474.pdf](http://www.dwp.gov.uk/asd/asd5/summ2007-2008/rrep474.pdf)
3. **‘Pathways to Work: customer experience and outcomes. Findings from a survey of new and repeat incapacity benefits customers in the first seven pilot areas’**, National Centre for Social Research, DWP report no. 456, 2007, <http://www.dwp.gov.uk/asd/asd5/rports2007-2008/rrep456.pdf>.
4. **‘The Impact of Pathways to Work’**, The Policy Studies Institute, DWP report 435, 14<sup>th</sup> June 2007, <http://www.dwp.gov.uk/asd/asd5/rports2007-2008/rrep435.pdf>
5. **Pathways to Work: Extension to existing customers (matched case study)**. DWP report 418, <http://www.dwp.gov.uk/asd/asd5/rports2007-2008/rrep418.pdf>
6. **‘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>
7. **‘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>
8. **‘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>

9. **'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>
10. **'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>
11. **'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>
12. **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>
13. **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>
14. **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>
15. **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

Table 1a Month entered Pathways to Work Pilots

| Start Month  | Total          | New Customers (1) | Voluntary Existing Customers | Mandatory Existing Customers | Unable to allocate (2) |
|--------------|----------------|-------------------|------------------------------|------------------------------|------------------------|
| Up to Oct 06 | 410,180        | 353,700           | 27,130                       | 29,350                       | -                      |
| Nov-06       | 29,880         | 26,960            | 1,430                        | 1,490                        | -                      |
| Dec-06       | 19,790         | 17,860            | 860                          | 1,070                        | -                      |
| Jan-07       | 31,870         | 28,250            | 2,110                        | 1510                         | -                      |
| Feb-07       | 27,540         | 23,900            | 2,040                        | 1600                         | -                      |
| Mar-07       | 30,590         | 26,740            | 2,330                        | 1520                         | -                      |
| Apr-07       | 26,710         | 24,000            | 2,060                        | 660                          | -                      |
| May-07       | 28,470         | 25,330            | 2,470                        | 670                          | -                      |
| Jun-07       | 28,330         | 25,520            | 2,090                        | 720                          | -                      |
| Jul-07       | 28,380         | 25,780            | 2,120                        | 480                          | -                      |
| Aug-07       | 28,470         | 24,600            | 1,990                        | 220                          | 1,660                  |
| Sep-07       | 22,560         | 18,600            | 2,040                        | 30                           | 1,890                  |
| Oct-07       | 20,990         | 16,700            | 2,180                        | 20                           | 2,090                  |
| <b>Total</b> | <b>733,740</b> | <b>637,930</b>    | <b>50,830</b>                | <b>39,340</b>                | <b>5,650</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.

(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 Oct 06 | 353,700        | 260,250                                  | 74%  |
| Nov-06       | 26,960         | 20,690                                   | 77%  |
| Dec-06       | 17,860         | 13,080                                   | 73%  |
| Jan-07       | 28,250         | 20,760                                   | 73%  |
| Feb-07       | 23,900         | 17,700                                   | 74%  |
| Mar-07       | 26,740         | 18,970                                   | 71%  |
| Apr-07       | 24,000         | 18,050                                   | 75%  |
| May-07       | 25,330         | 18,820                                   | 74%  |
| Jun-07       | 25,520         | 19,450                                   | 76%  |
| Jul-07       | 25,780         | 19,100                                   | 74%  |
| Aug-07       | 24,600         | 18,310                                   | 74%  |
| Sep-07       | 18,600         | 11,780                                   | 63%  |
| Oct-07       | 16,700         | 3,380                                    | 20%  |
| <b>Total</b> | <b>637,930</b> | <b>460,340</b>                           | <b>72%</b>   |

(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 inconsistencies.

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

| Start Month  | Ayshire, Dumfries,<br>Galloway & Inverclyde | Glasgow       | Lanarkshire &<br>Dumbarton | Highlands, Islands,<br>Clyde Coast &<br>Grampian | Tees<br>Valley | South Tyne &<br>Wear Valley | Northumbria   | Cumbria       | Greater<br>Merseyside | Liverpool &<br>Wirral | Greater<br>Manchester<br>Central |
|--------------|---|---------------|----------------------------|--|----------------|-----------------------------|---------------|---------------|-----------------------|-----------------------|----------------------------------|
| Up to Oct 06 | 8,560                                       | 29,940        | 10,040                     | 26,830   | 12,880         | 23,150                      | 13,310        | 9,590         | 430                   | 9,610                 | 9,840                            |
| Nov-06       | 270   | 1,670         | 1,920                      | 1,050  | 1,390          | 2,570                       | 470           | 880           | 860                   | 1,780                 | 1,360                            |
| Dec-06       | 250   | 1010          | 1,150                      | 690  | 750            | 1,460                       | 410           | 570           | 760                   | 1,070                 | 930                              |
| Jan-07       | 970   | 1,480         | 1,620                      | 1,640  | 1,230          | 2,040                       | 1,780         | 740           | 1,260                 | 1,450                 | 1,220                            |
| Feb-07       | 1,090                                       | 1,390         | 1,210                      | 1,420  | 1,130          | 1,630                       | 1,410         | 610           | 950                   | 1,160                 | 1,140                            |
| Mar-07       | 1100  | 1310          | 1,420                      | 1,600  | 1050           | 1,750                       | 1,560         | 780           | 1,120                 | 1,360                 | 1,280                            |
| Apr-07       | 940   | 1,300         | 1,240                      | 1,340  | 1000           | 1,670                       | 1,440         | 670           | 1,080                 | 1,190                 | 1,180                            |
| May-07       | 1,060                                       | 1,270         | 1,360                      | 1,450  | 1040           | 1,770                       | 1,440         | 650           | 1,120                 | 1,290                 | 1,230                            |
| Jun-07       | 1,080                                       | 1,290         | 1,270                      | 1,370  | 1,070          | 1,780                       | 1,590         | 660           | 1,170                 | 1,310                 | 1,130                            |
| Jul-07       | 950   | 1,090         | 1,280                      | 1,250  | 1,050          | 1,860                       | 1,550         | 670           | 1,260                 | 1,390                 | 1,370                            |
| Aug-07       | 970   | 1,000         | 1,210                      | 1,090  | 950            | 2,780                       | 1,400         | 600           | 1,160                 | 1,280                 | 1,240                            |
| Sep-07       | 710   | 760           | 980                        | 910  | 750            | 1,490                       | 1,160         | 570           | 980                   | 860                   | 960                              |
| Oct-07       | 670   | 830           | 880                        | 900  | 580            | 1,340                       | 1,090         | 520           | 840                   | 800                   | 940                              |
| <b>Total</b> | <b>18,620</b>                               | <b>44,330</b> | <b>25,580</b>              | <b>41,540</b>                                    | <b>24,880</b>  | <b>45,280</b>               | <b>28,610</b> | <b>17,510</b> | <b>12,970</b>         | <b>24,550</b>         | <b>23,800</b>                    |

| Start Month  | Lancashire    | South<br>Yorkshire | South Wales<br>Valleys | South West<br>Wales | Staffordshire | Derbyshire    | Essex         | Somerset &<br>Dorset | <i>Non-Pathways /<br/>Missing District</i> |
|--------------|---------------|--------------------|------------------------|---------------------|---------------|---------------|---------------|----------------------|--|
| Up to Oct 06 | 47,580        | 9,900              | 30,730                 | 8,540               | 360           | 45,260        | 52,270        | 16,400               | 15,640                                     |
| Nov-06       | 3,060         | 1,760              | 1,430                  | 1,500               | 790           | 1,750         | 1,840         | 660                  | 1,370                                      |
| Dec-06       | 1,850         | 1020               | 990                    | 1,150               | 800           | 1,130         | 1,180         | 480                  | 1,090                                      |
| Jan-07       | 2,580         | 2,020              | 1,470                  | 1,370               | 1,180         | 1,290         | 1,770         | 1020                 | 2,260                                      |
| Feb-07       | 2,320         | 1,790              | 1,190                  | 1,190               | 930           | 1040          | 1,440         | 920                  | 1,980                                      |
| Mar-07       | 2,660         | 1980               | 1,480                  | 1,210               | 1,090         | 1,140         | 1,370         | 1,390                | 2,410                                      |
| Apr-07       | 2,120         | 1,760              | 1,370                  | 1,130               | 980           | 1010          | 1,300         | 1,090                | 2,250                                      |
| May-07       | 2,150         | 2,000              | 1,360                  | 1,240               | 1,090         | 1,100         | 1,390         | 1,190                | 2,610                                      |
| Jun-07       | 2,130         | 1,860              | 1,420                  | 1,270               | 1,180         | 1,120         | 1,510         | 1,150                | 2,270                                      |
| Jul-07       | 2,150         | 2,000              | 1,440                  | 1,200               | 1,190         | 1,170         | 1,570         | 1,170                | 2,290                                      |
| Aug-07       | 1,950         | 1,750              | 1,270                  | 1,150               | 1,020         | 1,070         | 1,680         | 1,060                | 1,960                                      |
| Sep-07       | 1,700         | 1,570              | 1,020                  | 890                 | 880           | 830           | 1,290         | 740                  | 1,610                                      |
| Oct-07       | 1,590         | 1,420              | 940                    | 810                 | 620           | 700           | 1,160         | 670                  | 1,580                                      |
| <b>Total</b> | <b>73,820</b> | <b>30,800</b>      | <b>46,100</b>          | <b>22,660</b>       | <b>12,120</b> | <b>58,610</b> | <b>69,770</b> | <b>27,900</b>        | <b>39,310</b>                              |

Table 3: WFIs attended (new customers)

| Month Repeat WFI attended | Total          | Initial WFI    | 1st Repeat WFI | 2nd Repeat WFI | 3rd Repeat WFI | 4th Repeat WFI | 5th Repeat WFI |
|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Up to Oct 06              | 203,980        | 116,650        | 36,770         | 21,530         | 14,070         | 9,460          | 5,500          |
| Nov-06                    | 14,200         | 8,800          | 2,290          | 1,370          | 830            | 530            | 380            |
| Dec-06                    | 11,770         | 7,130          | 2,030          | 1,120          | 730            | 440            | 320            |
| Jan-07                    | 21,160         | 11,970         | 3,980          | 2,290          | 1,370          | 940            | 620            |
| Feb-07                    | 18,830         | 9,170          | 4,120          | 2,400          | 1,490          | 990            | 670            |
| Mar-07                    | 24,090         | 12,390         | 4,310          | 3,180          | 1,980          | 1,330          | 910            |
| Apr-07                    | 22,740         | 11,060         | 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         | 12,000         | 4,970          | 3,470          | 2,530          | 1,770          | 1,320          |
| Jul-07                    | 28,110         | 12,360         | 5,370          | 3,870          | 2,860          | 2,090          | 1,570          |
| Aug-07                    | 29,220         | 12,710         | 5,460          | 3,930          | 2,990          | 2,350          | 1,780          |
| Sep-07                    | 28,410         | 11,850         | 5,320          | 4,090          | 2,960          | 2,310          | 1,890          |
| Oct-07                    | 30,490         | 12,960         | 5,450          | 4,060          | 3,360          | 2,600          | 2,050          |
| <b>Total</b>              | <b>484,670</b> | <b>251,400</b> | <b>89,300</b>  | <b>57,460</b>  | <b>39,520</b>  | <b>27,800</b>  | <b>19,180</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 Oct 06           | 38,910        | 30,240        | 8,670              |
| Nov-06                 | 2,200         | 1,050         | 1,150              |
| Dec-06                 | 1,390         | 700           | 700                |
| Jan-07                 | 3,410         | 1,610         | 1,800              |
| Feb-07                 | 3,460         | 1,600         | 1,860              |
| Mar-07                 | 4,290         | 2,140         | 2,150              |
| Apr-07                 | 3,820         | 1,890         | 1,930              |
| May-07                 | 4,800         | 2,480         | 2,320              |
| Jun-07                 | 4,410         | 2,480         | 1,940              |
| Jul-07                 | 4,340         | 2,380         | 1,960              |
| Aug-07                 | 4,320         | 2,540         | 1,790              |
| Sep-07                 | 4,330         | 2,450         | 1,870              |
| Oct-07                 | 4,520         | 2,490         | 2,030              |
| <b>Total</b>           | <b>84,190</b> | <b>54,030</b> | <b>30,150</b>      |

Table 4: Screening Tool

| Month Screening Tool applied | Total          | In             | Out           | % screened out |
|------------------------------|----------------|----------------|---------------|----------------|
| Up to Oct 06                 | 78,310         | 52,960         | 25,350        | 32%            |
| Nov-06                       | 7,090          | 4,820          | 2,270         | 32%            |
| Dec-06                       | 5,580          | 3,680          | 1,900         | 34%            |
| Jan-07                       | 9,440          | 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          | 6,650          | 3,170         | 32%            |
| Jul-07                       | 10,090         | 6,730          | 3,370         | 33%            |
| Aug-07                       | 10,160         | 6,850          | 3,310         | 33%            |
| Sep-07                       | 9,390          | 6,190          | 3,200         | 34%            |
| Oct-07                       | 10,590         | 6,960          | 3,630         | 34%            |
| <b>Total</b>                 | <b>186,700</b> | <b>125,060</b> | <b>61,640</b> | <b>33%</b>     |

Table 5: Choices Package starts

| Month of start | Total         | NDDP          | Condition Management (referrals) | Other Programme Starts (5) |
|----------------|---------------|---------------|----------------------------------|----------------------------|
| Up to Oct 06   | 46,450        | 25,210        | 15,760                           | 5,470                      |
| Nov-06         | 3,210         | 1,570         | 1,380                            | 270                        |
| Dec-06         | 1,900         | 830           | 910                              | 160                        |
| Jan-07         | 4,120         | 2,140         | 1,610                            | 370                        |
| Feb-07         | 3,760         | 2,060         | 1,410                            | 300                        |
| Mar-07         | 4,520         | 2,390         | 1,700                            | 430                        |
| Apr-07         | 3,870         | 2,060         | 1,460                            | 350                        |
| May-07         | 4,460         | 2,370         | 1,740                            | 350                        |
| Jun-07         | 4,690         | 2,370         | 1,920                            | 390                        |
| Jul-07         | 5,000         | 2,400         | 2,120                            | 490                        |
| Aug-07         | 5,100         | 2,570         | 2,110                            | 420                        |
| Sep-07         | 4,960         | 2,500         | 2,060                            | 400                        |
| Oct-07         | 4,510         | 2,150         | 2,050                            | 310                        |
| <b>Total</b>   | <b>96,530</b> | <b>50,610</b> | <b>36,220</b>                    | <b>9,700</b>               |

(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

| Month RTWC awarded | Total         | New Mandatory Customers | Voluntary Existing Customers | Mandatory Existing Customers | Unable to allocate | RTWC (No job start yet recorded) |
|--------------------|---------------|-------------------------|------------------------------|------------------------------|--------------------|----------------------------------|
| Up to Oct 06       | 36,040        | 28,870                  | 5,250                        | 1920                         | -                  | 18,580                           |
| Nov-06             | 2,870         | 2,530                   | 240                          | 90                           | -                  | 1,800                            |
| Dec-06             | 2,210         | 1,950                   | 200                          | 50                           | -                  | 1,520                            |
| Jan-07             | 2,740         | 2,490                   | 190                          | 60                           | -                  | 1,910                            |
| Feb-07             | 3,030         | 2,690                   | 280                          | 50                           | -                  | 2,050                            |
| Mar-07             | 3,710         | 3,310                   | 320                          | 80                           | -                  | 2,500                            |
| Apr-07             | 3,390         | 3,030                   | 310                          | 60                           | -                  | 2,170                            |
| May-07             | 3,710         | 3,310                   | 340                          | 60                           | -                  | .                                |
| Jun-07             | 3,190         | 2,850                   | 300                          | 50                           | -                  | .                                |
| Jul-07             | 3,240         | 2,910                   | 290                          | 40                           | -                  | .                                |
| Aug-07             | 3,300         | 1,340                   | 290                          | 10                           | 1,660              | .                                |
| Sep-07             | 3,800         | 1,560                   | 330                          | 20                           | 1,890              | .                                |
| Oct-07             | 4,520         | 2,020                   | 400                          | 10                           | 2,090              | .                                |
| <b>Total</b>       | <b>75,760</b> | <b>58,850</b>           | <b>8,750</b>                 | <b>2510</b>                  | <b>5,650</b>       | <b>30,530</b>                    |

Table 7: Job entries

| Month of job entry | Total         | New Mandatory Customers | Voluntary Existing Customers | Mandatory Existing Customers |
|--------------------|---------------|-------------------------|------------------------------|------------------------------|
| Up to Apr 06       | 34,760        | 28,200                  | 4,850                        | 1,710                        |
| May-06             | 3,190         | 2,750                   | 290                          | 150                          |
| Jun-06             | 2,920         | 2,510                   | 310                          | 100                          |
| Jul-06             | 3,190         | 2,780                   | 310                          | 110                          |
| Aug-06             | 3,550         | 3,200                   | 260                          | 90                           |
| Sep-06             | 4,160         | 3,760                   | 280                          | 120                          |
| Oct-06             | 4,720         | 4,310                   | 280                          | 130                          |
| Nov-06             | 4,400         | 3,980                   | 310                          | 120                          |
| Dec-06             | 3,070         | 2,790                   | 210                          | 70                           |
| Jan-07             | 4,450         | 4,040                   | 330                          | 80                           |
| Feb-07             | 4,530         | 4,100                   | 370                          | 70                           |
| Mar-07             | 5,240         | 4,710                   | 470                          | 60                           |
| Apr-07             | 5,590         | 4,970                   | 530                          | 80                           |
| <b>Total</b>       | <b>83,770</b> | <b>72,090</b>           | <b>8,790</b>                 | <b>2,890</b>                 |



Table 8: Mandatory extension to existing customers: WFIs attended

| Month WFI attended | Total         | 1st WFI       | 2nd WFI       | 3rd WFI       |
|--------------------|---------------|---------------|---------------|---------------|
| Up to Oct 06       | <b>60,090</b> | 28,500        | 18,070        | 13,520        |
| Nov-06             | <b>3,120</b>  | 1,470         | 900           | 750           |
| Dec-06             | <b>2,090</b>  | 1,050         | 560           | 480           |
| Jan-07             | <b>3,120</b>  | 1,490         | 910           | 720           |
| Feb-07             | <b>3,020</b>  | 1,590         | 780           | 650           |
| Mar-07             | <b>3,220</b>  | 1,510         | 1,030         | 680           |
| Apr-07             | <b>1,880</b>  | 640           | 590           | 650           |
| May-07             | <b>1,640</b>  | 650           | 420           | 570           |
| Jun-07             | <b>1,360</b>  | 710           | 310           | 340           |
| Jul-07             | <b>1,050</b>  | 480           | 290           | 280           |
| Aug-07             | <b>600</b>    | 220           | 190           | 190           |
| Sep-07             | <b>70</b>     | 30            | 20            | 20            |
| Oct-07             | <b>50</b>     | 20            | 20            | 20            |
| <b>Total</b>       | <b>81,300</b> | <b>38,340</b> | <b>24,100</b> | <b>18,860</b> |

## 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 Pathways starts | 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 Oct 06                    | 353,700                   | 260,250                                 | 74%   | 159,640        | 134,100         | 63,320          | 13,110        | 91,420          | 33%                     | 47,770                  | 32,060                  | 23,660                  | 18,010                  | 13,110                  | 134,590            |
| Nov-06                          | 26,960                    | 20,690                                  | 77%   | 15,610         | 13,340          | 1760            | 1540          | 10,490          | 34%                     | 5,750                   | 4230                    | 3210                    | 2460                    | 1860                    | 17,500             |
| Dec-06                          | 17,860                    | 13,080                                  | 73%   | 10,160         | 8,830           | 1070            | 920           | 7,010           | 37%                     | 3,510                   | 2,500                   | 1860                    | 1370                    | 1020                    | 10,260             |
| Jan-07                          | 28,250                    | 20,760                                  | 73%   | 15,760         | 13,470          | 1,500           | 1,460         | 11,010          | 34%                     | 5,620                   | 4,130                   | 2,970                   | 2,110                   | 1,510                   | 16,340             |
| Feb-07                          | 23,900                    | 17,700                                  | 74%   | 13,340         | 11,210          | 1,080           | 1,180         | 9,110           | 33%                     | 4,790                   | 3,380                   | 2,370                   | 1,550                   | 880                     | 12,970             |
| Mar-07                          | 26,740                    | 18,970                                  | 71%   | 14,470         | 12,540          | 990             | 1110          | 10,220          | 33%                     | 5,320                   | 3,660                   | 2,390                   | 1350                    | 550                     | 13,270             |
| Apr-07                          | 24,000                    | 18,050                                  | 75%   | 13,460         | 11,870          | 760             | 1,060         | 9,730           | 33%                     | 4,850                   | 3,090                   | 1,770                   | 680                     | 170                     | 10,570             |
| May-07                          | 25,330                    | 18,820                                  | 74%   | 14,150         | 12,390          | 660             | 1,010         | 10,100          | 33%                     | 4,830                   | 2,670                   | 1020                    | 210                     | 60                      | 8,790              |
| Jun-07                          | 25,520                    | 19,450                                  | 76%   | 14,690         | 12,540          | 580             | 840           | 10,090          | 33%                     | 4,180                   | 1,400                   | 230                     | 50                      | 20                      | 5,880              |
| Jul-07                          | 25,780                    | 19,100                                  | 74%   | 14,250         | 11,700          | 490             | 810           | 9,490           | 33%                     | 2,340                   | 290                     | 40                      | 10                      | 10                      | 2,690              |
| Aug-07                          | 24,600                    | 18,310                                  | 74%   | 12,540         | 8,260           | 330             | 1060          | 6,850           | 33%                     | 320                     | 50                      | -                       | 10                      | -                       | 370                |
| Sep-07                          | 18,600                    | 11,780                                  | 63%   | 4,530          | 960             | 140             | 320           | 800             | 33%                     | 40                      | -                       | -                       | -                       | -                       | 50                 |
| Oct-07                          | 16,700                    | 3,380                                   | 20%   | 610            | 200             | 80              | 180           | 160             | 27%                     | -                       | -                       | -                       | -                       | -                       | 10                 |
| <b>Total</b>                    | <b>637,930</b>            | <b>460,330</b>                          | <b>72%</b>                                  | <b>303,230</b> | <b>251,400</b>  | <b>72,750</b>   | <b>24,600</b> | <b>186,480</b>  | <b>33%</b>              | <b>89,300</b>           | <b>57,460</b>           | <b>39,520</b>           | <b>27,800</b>           | <b>19,180</b>           | <b>233,270</b>     |

(1)Proportions will increase for later months as more benefit records are received. 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 (2) |               |                      |                                 | Jobs<br><br>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 Oct 06                    | 353,704                   | 38,770                | 25,510        | 7,370                | 5,880                           | 56,600                       | 36,250                      | 16,010                                  |
| Nov-06                          | 26,960                    | 2,960                 | 1,990         | 670                  | 300                             | 3,700                        | 3,030                       | 690                                     |
| Dec-06                          | 17,856                    | 1,910                 | 1,350         | 420                  | 150                             | 2,470                        | 2,230                       | 360                                     |
| Jan-07                          | 28,250                    | 2,780                 | 1,900         | 640                  | 240                             | 2,980                        | 2,950                       | 400                                     |
| Feb-07                          | 23,898                    | 2,200                 | 1,510         | 520                  | 170                             | 2,340                        | 2,590                       | 170                                     |
| Mar-07                          | 26,738                    | 2,200                 | 1,570         | 490                  | 130                             | 2,300                        | 2,940                       | 130                                     |
| Apr-07                          | 23,996                    | 1,910                 | 1,390         | 420                  | 110                             | 1,710                        | 2,440                       | 140                                     |
| May-07                          | 25,330                    | 1,770                 | 1,290         | 370                  | 110                             | .                            | 2,520                       | .                                       |
| Jun-07                          | 25,521                    | 1,540                 | 1,160         | 300                  | 80                              | .                            | 1,840                       | .                                       |
| Jul-07                          | 25,776                    | 1,060                 | 850           | 160                  | 50                              | .                            | 1,830                       | .                                       |
| Aug-07                          | 24,602                    | 510                   | 440           | 50                   | 30                              | .                            | 140                         | .                                       |
| Sep-07                          | 18,598                    | 150                   | 120           | 10                   | 10                              | .                            | 70                          | .                                       |
| Oct-07                          | 16,700                    | 40                    | 40            | -                    | -                               | .                            | 20                          | .                                       |
| <b>Total</b>                    | <b>637,929</b>            | <b>57,790</b>         | <b>39,120</b> | <b>11,410</b>        | <b>7,270</b>                    | <b>72,090</b>                | <b>58,850</b>               | <b>17,900</b>                           |

(2) 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 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 Oct 06                    | 116,650                 | 29,330                | 19,850        | 6,480                | 3,000                           | 24,900           | 16,500                      | 10,770                                  |
| Nov-06                          | 8,800                   | 2,550                 | 1730          | 630                  | 190                             | 1490             | 1370                        | 520                                     |
| Dec-06                          | 7,130                   | 1,670                 | 1170          | 390                  | 100                             | 820              | 900                         | 280                                     |
| Jan-07                          | 11,970                  | 2,360                 | 1,610         | 590                  | 150                             | 760              | 1,180                       | 230                                     |
| Feb-07                          | 9,170                   | 1,860                 | 1,260         | 490                  | 100                             | 290              | 890                         | 70                                      |
| Mar-07                          | 12,390                  | 1,920                 | 1,360         | 470                  | 90                              | 130              | 890                         | 20                                      |
| Apr-07                          | 11,060                  | 1,650                 | 1,190         | 390                  | 70                              | 50               | 670                         | 10                                      |
| May-07                          | 12,340                  | 1,530                 | 1100          | 350                  | 70                              | .                | 560                         | .                                       |
| Jun-07                          | 12,000                  | 1,300                 | 990           | 270                  | 40                              | .                | 400                         | .                                       |
| Jul-07                          | 12,360                  | 880                   | 710           | 150                  | 30                              | .                | 150                         | .                                       |
| Aug-07                          | 12,710                  | 350                   | 300           | 40                   | 10                              | .                | 40                          | .                                       |
| Sep-07                          | 11,850                  | 20                    | 20            | 10                   | -                               | .                | 10                          | .                                       |
| Oct-07                          | 12,960                  | 10                    | 10            | -                    | -                               | .                | -                           | .                                       |
| <b>Total</b>                    | <b>251,400</b>          | <b>45,420</b>         | <b>31,300</b> | <b>10,260</b>        | <b>3,870</b>                    | <b>28,430</b>    | <b>23,570</b>               | <b>11,890</b>                           |

(2) 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 (1) | Benefit Off-flows (New Customers) | % who we know to have left benefit |
|---------------------------------|---|-----------------------------------|------------------------------------|
| Up to Oct 06                    | 260,250                                 | 159,880                           | 61%                                |
| Nov-06                          | 20,690                                  | 10,280                            | 50%                                |
| Dec-06                          | 13,080                                  | 6,220                             | 48%                                |
| Jan-07                          | 20,760                                  | 9,610                             | 46%                                |
| Feb-07                          | 17,700                                  | 7,750                             | 44%                                |
| Mar-07                          | 18,970                                  | 7,420                             | 39%                                |
| Apr-07                          | 18,050                                  | 6,230                             | 34%                                |
| May-07                          | 18,820                                  | 5,680                             | 30%                                |
| Jun-07                          | 19,450                                  | 4,910                             | 25%                                |
| Jul-07                          | 19,100                                  | 3,210                             | 17%                                |
| Aug-07                          | 18,310                                  | 1,180                             | 6%                                 |
| Sep-07                          | 11,780                                  | 210                               | 2%                                 |
| Oct-07                          | 3,380                                   | 60                                | 2%                                 |
| <b>Total</b>                    | <b>460,330</b>                          | <b>222,630</b>                    | <b>48%</b>                         |

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