

WSD Scorecard

JSA Decisions Making and Appeals

January-13

| January-13 | | JSA Live Load | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | |
|------------------------------|----------------------------------------------|---------------|-----------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|
| Group | District | | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| Central England | Birmingham and Solihull | 52,516 | 5,097 | 3,590 | 2,205 | 9.7% | 12.4% | ↓ | 61.4% | 62.6% | ↓ |
| Central England | Black Country | 46,703 | 4,840 | 4,231 | 2,745 | 10.4% | 12.3% | ↓ | 64.9% | 69.2% | ↓ |
| Central England | Derbyshire | 22,703 | 3,990 | 3,316 | 2,536 | 17.6% | 19.4% | ↓ | 76.5% | 77.4% | ↓ |
| Central England | East Anglia | 44,707 | 6,072 | 4,026 | 2,572 | 13.6% | 14.3% | ↓ | 63.9% | 63.3% | ↑ |
| Central England | Leicestershire and Northamptonshire | 35,803 | 4,505 | 3,328 | 2,226 | 12.6% | 14.6% | ↓ | 66.9% | 65.9% | ↑ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 43,185 | 4,697 | 3,532 | 2,323 | 10.9% | 14.6% | ↓ | 65.8% | 69.3% | ↓ |
| Central England | Mercia | 29,252 | 4,254 | 3,370 | 2,282 | 14.5% | 18.8% | ↓ | 67.7% | 68.0% | ↓ |
| Central England | Staffordshire and Shropshire | 28,731 | 3,657 | 2,618 | 1,670 | 12.7% | 16.7% | ↓ | 63.8% | 65.0% | ↓ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 30,044 | 4,050 | 2,356 | 1,851 | 13.5% | 16.0% | ↓ | 78.6% | 78.2% | ↑ |
| London and the Home Counties | East London | 59,470 | 6,463 | 5,013 | 4,089 | 10.9% | 14.4% | ↓ | 81.6% | 78.4% | ↑ |
| London and the Home Counties | Essex | 35,033 | 4,701 | 3,275 | 2,198 | 13.4% | 17.0% | ↓ | 67.1% | 65.6% | ↑ |
| London and the Home Counties | Kent | 34,608 | 3,935 | 3,231 | 2,296 | 11.4% | 13.7% | ↓ | 71.1% | 65.3% | ↑ |
| London and the Home Counties | North London | 44,356 | 3,814 | 2,990 | 2,274 | 8.6% | 9.1% | ↓ | 76.1% | 76.1% | ↓ |
| London and the Home Counties | South London | 68,911 | 8,023 | 6,194 | 4,685 | 11.6% | 11.9% | ↓ | 75.6% | 73.1% | ↑ |
| London and the Home Counties | West London | 46,828 | 3,649 | 2,861 | 2,143 | 7.8% | 9.3% | ↓ | 74.9% | 75.5% | ↓ |
| North East | Durham and Tees Valley | 45,138 | 5,139 | 3,521 | 2,463 | 11.4% | 13.7% | ↓ | 70.0% | 65.9% | ↑ |
| North East | North East Yorkshire and the Humber | 44,390 | 5,317 | 3,893 | 2,624 | 12.0% | 13.4% | ↓ | 67.4% | 66.7% | ↑ |
| North East | Northumberland, Tyne and Wear | 48,313 | 5,263 | 3,877 | 2,729 | 10.9% | 14.4% | ↓ | 70.4% | 73.1% | ↓ |
| North East | South Yorkshire | 43,387 | 7,942 | 4,360 | 3,214 | 18.3% | 18.2% | ↑ | 73.7% | 70.7% | ↑ |
| North East | West Yorkshire | 72,004 | 8,446 | 4,903 | 3,493 | 11.7% | 11.6% | ↑ | 71.2% | 68.7% | ↑ |
| North West | Cumbria and Lancashire | 41,212 | 6,084 | 4,621 | 2,969 | 14.8% | 19.0% | ↓ | 64.3% | 65.4% | ↓ |
| North West | Greater Manchester Central and Cheshire | 48,413 | 6,195 | 5,083 | 3,571 | 12.8% | 16.3% | ↓ | 70.3% | 69.6% | ↑ |
| North West | Greater Manchester East and West | 49,907 | 6,492 | 4,746 | 3,415 | 13.0% | 16.4% | ↓ | 72.0% | 72.4% | ↓ |
| North West | Merseyside | 51,968 | 5,926 | 4,956 | 2,721 | 11.4% | 15.8% | ↓ | 54.9% | 57.7% | ↓ |
| Scotland | East and South East Scotland | 37,855 | 4,313 | 3,155 | 2,129 | 11.4% | 17.1% | ↓ | 67.5% | 69.0% | ↓ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 44,961 | 3,980 | 3,090 | 2,173 | 8.9% | 13.7% | ↓ | 70.3% | 69.7% | ↑ |
| Scotland | North of Scotland | 20,496 | 2,619 | 1,773 | 1,231 | 12.8% | 14.9% | ↓ | 69.4% | 70.9% | ↓ |
| Scotland | West of Scotland | 30,146 | 2,186 | 1,758 | 1,254 | 7.3% | 11.1% | ↓ | 71.3% | 71.9% | ↓ |
| Southern England | Devon and Cornwall | 28,459 | 2,715 | 2,574 | 1,671 | 9.5% | 12.4% | ↓ | 64.9% | 59.5% | ↑ |
| Southern England | Gloucestershire and West of England | 30,488 | 2,774 | 2,273 | 1,490 | 9.1% | 10.9% | ↓ | 65.6% | 60.5% | ↑ |
| Southern England | Hampshire and Isle of Wight | 30,575 | 3,561 | 2,438 | 1,702 | 11.6% | 13.3% | ↓ | 69.8% | 69.4% | ↑ |
| Southern England | Surrey and Sussex | 35,837 | 3,439 | 2,597 | 1,732 | 9.6% | 11.1% | ↓ | 66.7% | 63.4% | ↑ |
| Southern England | Thames Valley | 30,771 | 3,180 | 2,291 | 1,511 | 10.3% | 11.0% | ↓ | 66.0% | 59.3% | ↑ |
| Southern England | Wessex | 25,035 | 2,850 | 2,629 | 1,580 | 11.4% | 16.5% | ↓ | 60.1% | 50.1% | ↑ |
| Wales | North and Mid Wales | 17,883 | 1,487 | 1,086 | 634 | 8.3% | 10.7% | ↓ | 58.4% | 62.8% | ↓ |
| Wales | South East Wales | 34,222 | 3,564 | 2,358 | 1,562 | 10.4% | 12.7% | ↓ | 66.2% | 70.4% | ↓ |
| Wales | South West Wales | 25,200 | 3,246 | 2,422 | 1,565 | 12.9% | 16.2% | ↓ | 64.6% | 69.8% | ↓ |
| | Districts Total | 1,459,510 | 168,465 | 124,335 | 85,528 | 11.5% | 14.0% | ↓ | 68.8% | 68.3% | ↑ |
| | Group | JSA Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| | Central England | 303,600 | 37,112 | 28,011 | 18,559 | 12.2% | 14.8% | ↓ | 66.3% | 67.4% | ↓ |
| | London and the Home Counties | 319,250 | 34,635 | 25,920 | 19,536 | 10.8% | 12.7% | ↓ | 75.4% | 73.1% | ↑ |
| | North East | 253,232 | 32,107 | 20,554 | 14,523 | 12.7% | 14.0% | ↓ | 70.7% | 69.1% | ↑ |
| | North West | 191,500 | 24,697 | 19,406 | 12,676 | 12.9% | 16.8% | ↓ | 65.3% | 66.0% | ↓ |
| | Scotland | 133,458 | 13,098 | 9,776 | 6,787 | 9.8% | 14.2% | ↓ | 69.4% | 70.1% | ↓ |
| | Southern England | 181,165 | 18,519 | 14,802 | 9,686 | 10.2% | 12.4% | ↓ | 65.4% | 60.6% | ↑ |
| | Wales | 77,305 | 8,297 | 5,866 | 3,761 | 10.7% | 13.4% | ↓ | 64.1% | 68.8% | ↓ |
| | Work Services Directorate | 1,459,510 | 168,465 | 124,335 | 85,528 | 11.5% | 14.0% | ↓ | 68.8% | 68.3% | ↑ |
| | Contact Centre Directorate | | 1,041 | 333 | 221 | - | - | ↔ | 66% | 64% | ↑ |
| | National | 1,459,510 | 169,506 | 124,668 | 85,749 | 11.6% | 14.1% | ↓ | 69% | 68% | ↑ |

| WSD Scorecard | | | Jobseeker Conditionality | | | | | | | | |
|------------------------------|----------------------------------------------|---------------|-----------------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|
| January-13 | | | Actively Seeking Employment | | | | | | | | |
| Group | District | JSA Live Load | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | |
| | | | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| Central England | Birmingham and Solihull | 52,516 | 1,072 | 1,042 | 854 | 2.04% | 2.32% | ↓ | 82.0% | 85.8% | ↓ |
| Central England | Black Country | 46,703 | 1,462 | 1,380 | 1,215 | 3.13% | 4.11% | ↓ | 88.0% | 84.5% | ↑ |
| Central England | Derbyshire | 22,703 | 1,208 | 1,485 | 1,369 | 5.32% | 6.07% | ↓ | 92.2% | 89.9% | ↑ |
| Central England | East Anglia | 44,707 | 681 | 602 | 555 | 1.52% | 1.23% | ↑ | 92.2% | 86.6% | ↑ |
| Central England | Leicestershire and Northamptonshire | 35,803 | 934 | 820 | 765 | 2.61% | 3.07% | ↓ | 93.3% | 92.1% | ↑ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 43,185 | 534 | 571 | 538 | 1.24% | 1.77% | ↓ | 94.2% | 92.4% | ↑ |
| Central England | Mercia | 29,252 | 1,638 | 1,572 | 1,337 | 5.60% | 6.57% | ↓ | 85.1% | 87.7% | ↓ |
| Central England | Staffordshire and Shropshire | 28,731 | 690 | 672 | 574 | 2.40% | 3.05% | ↓ | 85.4% | 87.3% | ↓ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 30,044 | 712 | 622 | 571 | 2.37% | 3.52% | ↓ | 91.8% | 93.1% | ↓ |
| London and the Home Counties | East London | 59,470 | 2,293 | 2,012 | 1,950 | 3.86% | 3.08% | ↑ | 96.9% | 95.3% | ↑ |
| London and the Home Counties | Essex | 35,033 | 1,306 | 1,084 | 880 | 3.73% | 4.05% | ↓ | 81.2% | 81.2% | ↓ |
| London and the Home Counties | Kent | 34,608 | 1,372 | 1,250 | 1,167 | 3.96% | 4.29% | ↓ | 93.4% | 92.6% | ↑ |
| London and the Home Counties | North London | 44,356 | 1,277 | 1,101 | 991 | 2.88% | 2.27% | ↑ | 90.0% | 92.8% | ↓ |
| London and the Home Counties | South London | 68,911 | 2,342 | 2,321 | 2,193 | 3.40% | 3.25% | ↑ | 94.5% | 92.8% | ↑ |
| London and the Home Counties | West London | 46,828 | 872 | 709 | 640 | 1.86% | 2.15% | ↓ | 90.3% | 92.2% | ↓ |
| North East | Durham and Tees Valley | 45,138 | 638 | 575 | 500 | 1.41% | 1.55% | ↓ | 87.0% | 85.2% | ↑ |
| North East | North East Yorkshire and the Humber | 44,390 | 1,300 | 1,124 | 1,004 | 2.93% | 2.85% | ↑ | 89.3% | 90.2% | ↓ |
| North East | Northumberland, Tyne and Wear | 48,313 | 545 | 559 | 475 | 1.13% | 1.22% | ↓ | 85.0% | 86.2% | ↓ |
| North East | South Yorkshire | 43,387 | 1,230 | 1,060 | 1,024 | 2.83% | 2.90% | ↓ | 96.6% | 96.3% | ↑ |
| North East | West Yorkshire | 72,004 | 1,112 | 985 | 966 | 1.54% | 1.70% | ↓ | 98.1% | 97.7% | ↑ |
| North West | Cumbria and Lancashire | 41,212 | 1,187 | 1,119 | 931 | 2.88% | 3.17% | ↓ | 83.2% | 86.9% | ↓ |
| North West | Greater Manchester Central and Cheshire | 48,413 | 1,136 | 1,090 | 945 | 2.35% | 2.36% | ↓ | 86.7% | 87.8% | ↓ |
| North West | Greater Manchester East and West | 49,907 | 805 | 774 | 690 | 1.61% | 1.61% | ↑ | 89.1% | 93.9% | ↓ |
| North West | Merseyside | 51,968 | 786 | 701 | 556 | 1.51% | 1.83% | ↓ | 79.3% | 80.6% | ↓ |
| Scotland | East and South East Scotland | 37,855 | 778 | 639 | 588 | 2.06% | 2.53% | ↓ | 92.0% | 88.1% | ↑ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 44,961 | 838 | 741 | 680 | 1.86% | 2.19% | ↓ | 91.8% | 89.3% | ↑ |
| Scotland | North of Scotland | 20,496 | 451 | 388 | 368 | 2.20% | 2.47% | ↓ | 94.8% | 88.7% | ↑ |
| Scotland | West of Scotland | 30,146 | 643 | 555 | 518 | 2.13% | 2.81% | ↓ | 93.3% | 88.2% | ↑ |
| Southern England | Devon and Cornwall | 28,459 | 1,027 | 975 | 800 | 3.61% | 3.53% | ↑ | 82.1% | 67.9% | ↑ |
| Southern England | Gloucestershire and West of England | 30,488 | 538 | 519 | 429 | 1.76% | 1.64% | ↑ | 82.7% | 70.8% | ↑ |
| Southern England | Hampshire and Isle of Wight | 30,575 | 774 | 627 | 548 | 2.53% | 2.48% | ↑ | 87.4% | 89.2% | ↓ |
| Southern England | Surrey and Sussex | 35,837 | 915 | 806 | 715 | 2.55% | 2.61% | ↓ | 88.7% | 88.6% | ↑ |
| Southern England | Thames Valley | 30,771 | 738 | 629 | 584 | 2.40% | 2.29% | ↑ | 92.8% | 92.8% | ↑ |
| Southern England | Wessex | 25,035 | 583 | 537 | 436 | 2.33% | 2.20% | ↑ | 81.2% | 60.2% | ↑ |
| Wales | North and Mid Wales | 17,883 | 76 | 61 | 50 | 0.42% | 0.88% | ↓ | 82.0% | 88.6% | ↓ |
| Wales | South East Wales | 34,222 | 570 | 482 | 441 | 1.67% | 2.45% | ↓ | 91.5% | 92.3% | ↓ |
| Wales | South West Wales | 25,200 | 741 | 615 | 557 | 2.94% | 3.37% | ↓ | 90.6% | 90.5% | ↑ |
| | Districts Total | 1,459,510 | 35,804 | 32,804 | 29,404 | 2.45% | 2.65% | ↓ | 89.6% | 88.8% | ↑ |
| | Group | JSA Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| | Central England | 303,600 | 8,219 | 8,144 | 7,207 | 2.71% | 3.21% | ↓ | 88.5% | 88.0% | ↑ |
| | London and the Home Counties | 319,250 | 10,174 | 9,099 | 8,392 | 3.19% | 3.15% | ↑ | 92.2% | 91.5% | ↑ |
| | North East | 253,232 | 4,825 | 4,303 | 3,969 | 1.91% | 1.99% | ↓ | 92.2% | 92.4% | ↓ |
| | North West | 191,500 | 3,914 | 3,684 | 3,122 | 2.04% | 2.19% | ↓ | 84.7% | 86.9% | ↓ |
| | Scotland | 133,458 | 2,710 | 2,323 | 2,154 | 2.03% | 2.47% | ↓ | 92.7% | 88.6% | ↑ |
| | Southern England | 181,165 | 4,575 | 4,093 | 3,512 | 2.53% | 2.45% | ↑ | 85.8% | 80.4% | ↑ |
| | Wales | 77,305 | 1,387 | 1,158 | 1,048 | 1.79% | 2.40% | ↓ | 90.5% | 91.2% | ↓ |
| | Work Services Directorate | 1,459,510 | 35,804 | 32,804 | 29,404 | 2.45% | 2.65% | ↓ | 89.6% | 88.8% | ↑ |
| | Contact Centre Directorate | | 52 | 42 | 37 | - | - | ↔ | 88.1% | 89.6% | ↓ |
| National | 1,459,510 | 35,856 | 32,846 | 29,441 | 2.5% | 2.7% | ↓ | 89.6% | 88.8% | ↑ | |

WSD Scorecard

January-13

| Group | District |
|------------------------------|----------------------------------------------|
| Central England | Birmingham and Solihull |
| Central England | Black Country |
| Central England | Derbyshire |
| Central England | East Anglia |
| Central England | Leicestershire and Northamptonshire |
| Central England | Lincolnshire, Nottinghamshire and Rutland |
| Central England | Mercia |
| Central England | Staffordshire and Shropshire |
| London and the Home Counties | Bedfordshire and Hertfordshire |
| London and the Home Counties | East London |
| London and the Home Counties | Essex |
| London and the Home Counties | Kent |
| London and the Home Counties | North London |
| London and the Home Counties | South London |
| London and the Home Counties | West London |
| North East | Durham and Tees Valley |
| North East | North East Yorkshire and the Humber |
| North East | Northumberland, Tyne and Wear |
| North East | South Yorkshire |
| North East | West Yorkshire |
| North West | Cumbria and Lancashire |
| North West | Greater Manchester Central and Cheshire |
| North West | Greater Manchester East and West |
| North West | Merseyside |
| Scotland | East and South East Scotland |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire |
| Scotland | North of Scotland |
| Scotland | West of Scotland |
| Southern England | Devon and Cornwall |
| Southern England | Gloucestershire and West of England |
| Southern England | Hampshire and Isle of Wight |
| Southern England | Surrey and Sussex |
| Southern England | Thames Valley |
| Southern England | Wessex |
| Wales | North and Mid Wales |
| Wales | South East Wales |
| Wales | South West Wales |
| Districts Total | |

| Jobseeker Conditionality | | | | | | | | | | | |
|--------------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|--|--|--|
| Availability | | | | | | | | | | | |
| Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | | | | |
| Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel | | | |
| 58 | 62 | 27 | 0.11% | 0.23% | ↓ | 43.5% | 40.7% | ↑ | | | |
| 132 | 112 | 50 | 0.28% | 0.35% | ↓ | 44.6% | 42.9% | ↑ | | | |
| 33 | 36 | 23 | 0.15% | 0.25% | ↓ | 63.9% | 45.0% | ↑ | | | |
| 121 | 102 | 48 | 0.27% | 0.29% | ↓ | 47.1% | 46.2% | ↑ | | | |
| 59 | 60 | 31 | 0.16% | 0.24% | ↓ | 51.7% | 35.9% | ↑ | | | |
| 97 | 94 | 42 | 0.22% | 0.35% | ↓ | 44.7% | 40.9% | ↑ | | | |
| 43 | 38 | 16 | 0.15% | 0.33% | ↓ | 42.1% | 54.5% | ↓ | | | |
| 57 | 46 | 28 | 0.20% | 0.35% | ↓ | 60.9% | 56.9% | ↑ | | | |
| 27 | 21 | 11 | 0.09% | 0.14% | ↓ | 52.4% | 56.3% | ↓ | | | |
| 192 | 177 | 103 | 0.32% | 0.52% | ↓ | 58.2% | 64.5% | ↓ | | | |
| 68 | 46 | 28 | 0.19% | 0.24% | ↓ | 60.9% | 57.4% | ↑ | | | |
| 53 | 42 | 22 | 0.15% | 0.22% | ↓ | 52.4% | 64.6% | ↓ | | | |
| 135 | 126 | 63 | 0.30% | 0.49% | ↓ | 50.0% | 58.0% | ↓ | | | |
| 92 | 115 | 72 | 0.13% | 0.23% | ↓ | 62.6% | 75.0% | ↓ | | | |
| 122 | 113 | 54 | 0.26% | 0.34% | ↓ | 47.8% | 58.5% | ↓ | | | |
| 58 | 45 | 25 | 0.13% | 0.24% | ↓ | 55.6% | 27.5% | ↑ | | | |
| 59 | 42 | 21 | 0.13% | 0.33% | ↓ | 50.0% | 44.4% | ↑ | | | |
| 30 | 29 | 12 | 0.06% | 0.09% | ↓ | 41.4% | 38.9% | ↑ | | | |
| 43 | 45 | 24 | 0.10% | 0.18% | ↓ | 53.3% | 47.1% | ↑ | | | |
| 82 | 65 | 31 | 0.11% | 0.20% | ↓ | 47.7% | 47.4% | ↑ | | | |
| 104 | 100 | 35 | 0.25% | 0.37% | ↓ | 35.0% | 38.4% | ↓ | | | |
| 159 | 134 | 69 | 0.33% | 0.40% | ↓ | 51.5% | 50.0% | ↑ | | | |
| 148 | 133 | 80 | 0.30% | 0.40% | ↓ | 60.2% | 46.4% | ↑ | | | |
| 50 | 44 | 21 | 0.10% | 0.17% | ↓ | 47.7% | 53.8% | ↓ | | | |
| 53 | 40 | 17 | 0.14% | 0.21% | ↓ | 42.5% | 41.2% | ↑ | | | |
| 39 | 24 | 13 | 0.09% | 0.09% | ↓ | 54.2% | 55.2% | ↓ | | | |
| 72 | 57 | 27 | 0.35% | 0.37% | ↓ | 47.4% | 66.1% | ↓ | | | |
| 42 | 37 | 17 | 0.14% | 0.25% | ↓ | 45.9% | 55.4% | ↓ | | | |
| 63 | 54 | 30 | 0.22% | 0.32% | ↓ | 55.6% | 44.6% | ↑ | | | |
| 59 | 61 | 38 | 0.19% | 0.31% | ↓ | 62.3% | 60.0% | ↑ | | | |
| 50 | 28 | 11 | 0.16% | 0.23% | ↓ | 39.3% | 45.5% | ↓ | | | |
| 68 | 44 | 16 | 0.19% | 0.20% | ↓ | 36.4% | 43.2% | ↓ | | | |
| 33 | 18 | 7 | 0.11% | 0.16% | ↓ | 38.9% | 55.9% | ↓ | | | |
| 25 | 30 | 22 | 0.10% | 0.22% | ↓ | 73.3% | 60.0% | ↑ | | | |
| 26 | 19 | 11 | 0.15% | 0.09% | ↑ | 57.9% | 66.7% | ↓ | | | |
| 112 | 93 | 47 | 0.33% | 0.47% | ↓ | 50.5% | 57.4% | ↓ | | | |
| 44 | 34 | 18 | 0.17% | 0.18% | ↓ | 52.9% | 42.3% | ↑ | | | |
| 2,708 | 2,366 | 1,210 | 0.19% | 0.28% | ↓ | 51.1% | 50.4% | ↑ | | | |

| Group | JSA Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|---------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | 303,600 | 600 | 550 | 265 | 0.20% | 0.30% | ↓ | 48.2% | 44.4% | ↑ |
| London and the Home Counties | 319,250 | 689 | 640 | 353 | 0.22% | 0.33% | ↓ | 55.2% | 62.2% | ↓ |
| North East | 253,232 | 272 | 226 | 113 | 0.11% | 0.20% | ↓ | 50.0% | 42.0% | ↑ |
| North West | 191,500 | 461 | 411 | 205 | 0.24% | 0.33% | ↓ | 49.9% | 46.5% | ↑ |
| Scotland | 133,458 | 206 | 158 | 74 | 0.15% | 0.20% | ↓ | 46.8% | 54.7% | ↓ |
| Southern England | 181,165 | 298 | 235 | 124 | 0.16% | 0.24% | ↓ | 52.8% | 50.6% | ↑ |
| Wales | 77,305 | 182 | 146 | 76 | 0.24% | 0.29% | ↓ | 52.1% | 55.1% | ↓ |
| Work Services Directorate | 1,459,510 | 2,708 | 2,366 | 1,210 | 0.19% | 0.28% | ↓ | 51.1% | 50.4% | ↑ |
| Contact Centre Directorate | | 6 | 7 | 3 | - | - | ↔ | 42.9% | 25.0% | ↑ |
| National | 1,459,510 | 2,714 | 2,373 | 1,213 | 0.2% | 0.3% | ↓ | 51.1% | 50.4% | ↑ |

WSD Scorecard

January-13

| Group | District |
|------------------------------|----------------------------------------------|
| Central England | Birmingham and Solihull |
| Central England | Black Country |
| Central England | Derbyshire |
| Central England | East Anglia |
| Central England | Leicestershire and Northamptonshire |
| Central England | Lincolnshire, Nottinghamshire and Rutland |
| Central England | Mercia |
| Central England | Staffordshire and Shropshire |
| London and the Home Counties | Bedfordshire and Hertfordshire |
| London and the Home Counties | East London |
| London and the Home Counties | Essex |
| London and the Home Counties | Kent |
| London and the Home Counties | North London |
| London and the Home Counties | South London |
| London and the Home Counties | West London |
| North East | Durham and Tees Valley |
| North East | North East Yorkshire and the Humber |
| North East | Northumberland, Tyne and Wear |
| North East | South Yorkshire |
| North East | West Yorkshire |
| North West | Cumbria and Lancashire |
| North West | Greater Manchester Central and Cheshire |
| North West | Greater Manchester East and West |
| North West | Merseyside |
| Scotland | East and South East Scotland |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire |
| Scotland | North of Scotland |
| Scotland | West of Scotland |
| Southern England | Devon and Cornwall |
| Southern England | Gloucestershire and West of England |
| Southern England | Hampshire and Isle of Wight |
| Southern England | Surrey and Sussex |
| Southern England | Thames Valley |
| Southern England | Wessex |
| Wales | North and Mid Wales |
| Wales | South East Wales |
| Wales | South West Wales |
| Districts Total | |

| Jobseeker Conditionality | | | | | | | | | | | |
|--------------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|--|--|--|
| Refusal of Employment | | | | | | | | | | | |
| Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | | | | |
| Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel | | | |
| 105 | 86 | 50 | 0.20% | 0.60% | ↓ | 58.1% | 66.5% | ↓ | | | |
| 70 | 42 | 22 | 0.15% | 0.42% | ↓ | 52.4% | 61.2% | ↓ | | | |
| 141 | 147 | 89 | 0.62% | 1.59% | ↓ | 60.5% | 66.7% | ↓ | | | |
| 258 | 229 | 126 | 0.58% | 1.40% | ↓ | 55.0% | 61.4% | ↓ | | | |
| 116 | 94 | 64 | 0.32% | 0.59% | ↓ | 68.1% | 66.3% | ↑ | | | |
| 238 | 193 | 121 | 0.55% | 0.94% | ↓ | 62.7% | 71.9% | ↓ | | | |
| 130 | 107 | 67 | 0.44% | 1.26% | ↓ | 62.6% | 59.8% | ↑ | | | |
| 176 | 141 | 76 | 0.61% | 1.49% | ↓ | 53.9% | 65.9% | ↓ | | | |
| 80 | 55 | 37 | 0.27% | 0.57% | ↓ | 67.3% | 75.5% | ↓ | | | |
| 106 | 65 | 36 | 0.18% | 0.63% | ↓ | 55.4% | 73.4% | ↓ | | | |
| 131 | 95 | 48 | 0.37% | 0.95% | ↓ | 50.5% | 55.1% | ↓ | | | |
| 362 | 316 | 200 | 1.05% | 1.48% | ↓ | 63.3% | 54.2% | ↑ | | | |
| 66 | 55 | 33 | 0.15% | 0.44% | ↓ | 60.0% | 64.3% | ↓ | | | |
| 256 | 237 | 163 | 0.37% | 0.60% | ↓ | 68.8% | 64.8% | ↑ | | | |
| 191 | 159 | 89 | 0.41% | 0.67% | ↓ | 56.0% | 63.5% | ↓ | | | |
| 73 | 63 | 45 | 0.16% | 0.42% | ↓ | 71.4% | 57.0% | ↑ | | | |
| 180 | 297 | 175 | 0.41% | 1.00% | ↓ | 58.9% | 70.8% | ↓ | | | |
| 149 | 142 | 94 | 0.31% | 0.52% | ↓ | 66.2% | 60.5% | ↑ | | | |
| 145 | 109 | 61 | 0.33% | 0.94% | ↓ | 56.0% | 66.8% | ↓ | | | |
| 202 | 143 | 106 | 0.28% | 0.53% | ↓ | 74.1% | 71.9% | ↑ | | | |
| 124 | 120 | 70 | 0.30% | 0.93% | ↓ | 58.3% | 62.6% | ↓ | | | |
| 86 | 80 | 52 | 0.18% | 0.38% | ↓ | 65.0% | 59.5% | ↑ | | | |
| 100 | 92 | 54 | 0.20% | 0.34% | ↓ | 58.7% | 65.6% | ↓ | | | |
| 65 | 56 | 14 | 0.13% | 0.30% | ↓ | 25.0% | 48.5% | ↓ | | | |
| 205 | 154 | 83 | 0.54% | 1.04% | ↓ | 53.9% | 60.7% | ↓ | | | |
| 66 | 46 | 25 | 0.15% | 0.63% | ↓ | 54.3% | 55.5% | ↓ | | | |
| 118 | 101 | 65 | 0.58% | 1.02% | ↓ | 64.4% | 52.7% | ↑ | | | |
| 105 | 75 | 41 | 0.35% | 0.78% | ↓ | 54.7% | 59.9% | ↓ | | | |
| 189 | 251 | 145 | 0.66% | 2.14% | ↓ | 57.8% | 54.6% | ↑ | | | |
| 352 | 377 | 245 | 1.15% | 2.04% | ↓ | 65.0% | 47.3% | ↑ | | | |
| 229 | 180 | 87 | 0.75% | 1.45% | ↓ | 48.3% | 53.5% | ↓ | | | |
| 211 | 210 | 103 | 0.59% | 0.78% | ↓ | 49.0% | 51.2% | ↓ | | | |
| 237 | 220 | 162 | 0.77% | 1.49% | ↓ | 73.6% | 60.6% | ↑ | | | |
| 902 | 889 | 534 | 3.60% | 6.64% | ↓ | 60.1% | 45.1% | ↑ | | | |
| 41 | 34 | 25 | 0.23% | 0.68% | ↓ | 73.5% | 67.7% | ↑ | | | |
| 93 | 85 | 63 | 0.27% | 0.66% | ↓ | 74.1% | 81.3% | ↓ | | | |
| 207 | 186 | 148 | 0.82% | 1.80% | ↓ | 79.6% | 86.9% | ↓ | | | |
| 6,505 | 5,931 | 3,618 | 0.45% | 0.94% | ↓ | 61.0% | 61.1% | ↓ | | | |

| Group | JSA Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|---------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | 303,600 | 1,234 | 1,039 | 615 | 0.41% | 0.96% | ↓ | 59.2% | 65.2% | ↓ |
| London and the Home Counties | 319,250 | 1,192 | 982 | 606 | 0.37% | 0.72% | ↓ | 61.7% | 62.9% | ↓ |
| North East | 253,232 | 749 | 754 | 481 | 0.30% | 0.66% | ↓ | 63.8% | 67.0% | ↓ |
| North West | 191,500 | 375 | 348 | 190 | 0.20% | 0.46% | ↓ | 54.6% | 60.2% | ↓ |
| Scotland | 133,458 | 494 | 376 | 214 | 0.37% | 0.84% | ↓ | 56.9% | 57.6% | ↓ |
| Southern England | 181,165 | 2,120 | 2,127 | 1,276 | 1.17% | 2.24% | ↓ | 60.0% | 50.5% | ↑ |
| Wales | 77,305 | 341 | 305 | 236 | 0.44% | 1.04% | ↓ | 77.4% | 82.4% | ↓ |
| Work Services Directorate | 1,459,510 | 6,505 | 5,931 | 3,618 | 0.45% | 0.94% | ↓ | 61.0% | 61.1% | ↓ |
| Contact Centre Directorate | | 8 | 10 | 6 | - | - | ↔ | 60.0% | 46.2% | ↑ |
| National | 1,459,510 | 6,513 | 5,941 | 3,624 | 0.4% | 0.9% | ↓ | 61.0% | 61.1% | ↓ |

WSD Scorecard

January-13

| Group | District |
|------------------------------|----------------------------------------------|
| Central England | Birmingham and Solihull |
| Central England | Black Country |
| Central England | Derbyshire |
| Central England | East Anglia |
| Central England | Leicestershire and Northamptonshire |
| Central England | Lincolnshire, Nottinghamshire and Rutland |
| Central England | Mercia |
| Central England | Staffordshire and Shropshire |
| London and the Home Counties | Bedfordshire and Hertfordshire |
| London and the Home Counties | East London |
| London and the Home Counties | Essex |
| London and the Home Counties | Kent |
| London and the Home Counties | North London |
| London and the Home Counties | South London |
| London and the Home Counties | West London |
| North East | Durham and Tees Valley |
| North East | North East Yorkshire and the Humber |
| North East | Northumberland, Tyne and Wear |
| North East | South Yorkshire |
| North East | West Yorkshire |
| North West | Cumbria and Lancashire |
| North West | Greater Manchester Central and Cheshire |
| North West | Greater Manchester East and West |
| North West | Merseyside |
| Scotland | East and South East Scotland |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire |
| Scotland | North of Scotland |
| Scotland | West of Scotland |
| Southern England | Devon and Cornwall |
| Southern England | Gloucestershire and West of England |
| Southern England | Hampshire and Isle of Wight |
| Southern England | Surrey and Sussex |
| Southern England | Thames Valley |
| Southern England | Wessex |
| Wales | North and Mid Wales |
| Wales | South East Wales |
| Wales | South West Wales |
| Districts Total | |

| Jobseeker Conditionality | | | | | | | | | | | |
|--------------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|--|--|--|
| Jobseeker Directions | | | | | | | | | | | |
| Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | | | | |
| Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel | | | |
| 369 | 308 | 127 | 0.70% | 0.99% | ↓ | 41.2% | 45.6% | ↓ | | | |
| 168 | 156 | 96 | 0.36% | 0.54% | ↓ | 61.5% | 61.0% | ↑ | | | |
| 271 | 254 | 176 | 1.19% | 1.34% | ↓ | 69.3% | 79.5% | ↓ | | | |
| 81 | 69 | 44 | 0.18% | 0.21% | ↓ | 63.8% | 68.6% | ↓ | | | |
| 109 | 134 | 87 | 0.30% | 0.35% | ↓ | 64.9% | 68.2% | ↓ | | | |
| 56 | 61 | 54 | 0.13% | 0.23% | ↓ | 88.5% | 75.9% | ↑ | | | |
| 152 | 139 | 79 | 0.52% | 0.80% | ↓ | 56.8% | 57.4% | ↓ | | | |
| 115 | 101 | 56 | 0.40% | 0.49% | ↓ | 55.4% | 60.0% | ↓ | | | |
| 111 | 74 | 60 | 0.37% | 0.46% | ↓ | 81.1% | 72.3% | ↑ | | | |
| 339 | 261 | 157 | 0.57% | 0.48% | ↑ | 60.2% | 82.3% | ↓ | | | |
| 94 | 77 | 49 | 0.27% | 0.46% | ↓ | 63.6% | 58.0% | ↑ | | | |
| 129 | 93 | 49 | 0.37% | 0.53% | ↓ | 52.7% | 40.8% | ↑ | | | |
| 61 | 45 | 29 | 0.14% | 0.12% | ↑ | 64.4% | 54.3% | ↑ | | | |
| 238 | 259 | 144 | 0.35% | 0.37% | ↓ | 55.6% | 64.3% | ↓ | | | |
| 148 | 116 | 85 | 0.32% | 0.27% | ↑ | 73.3% | 79.1% | ↓ | | | |
| 49 | 45 | 23 | 0.11% | 0.07% | ↑ | 51.1% | 61.3% | ↓ | | | |
| 117 | 98 | 55 | 0.26% | 0.42% | ↓ | 56.1% | 57.7% | ↓ | | | |
| 21 | 23 | 10 | 0.04% | 0.04% | ↑ | 43.5% | 38.5% | ↑ | | | |
| 36 | 27 | 16 | 0.08% | 0.11% | ↓ | 59.3% | 71.1% | ↓ | | | |
| 70 | 67 | 21 | 0.10% | 0.20% | ↓ | 31.3% | 38.9% | ↓ | | | |
| 267 | 264 | 109 | 0.65% | 0.82% | ↓ | 41.3% | 47.3% | ↓ | | | |
| 194 | 193 | 69 | 0.40% | 0.34% | ↑ | 35.8% | 35.5% | ↑ | | | |
| 123 | 139 | 58 | 0.25% | 0.36% | ↓ | 41.7% | 38.0% | ↑ | | | |
| 148 | 141 | 56 | 0.28% | 0.26% | ↑ | 39.7% | 39.5% | ↑ | | | |
| 180 | 158 | 80 | 0.48% | 0.65% | ↓ | 50.6% | 59.7% | ↓ | | | |
| 196 | 165 | 89 | 0.44% | 0.48% | ↓ | 53.9% | 58.4% | ↓ | | | |
| 102 | 77 | 51 | 0.50% | 0.62% | ↓ | 66.2% | 64.2% | ↑ | | | |
| 37 | 30 | 21 | 0.12% | 0.19% | ↓ | 70.0% | 77.1% | ↓ | | | |
| 20 | 15 | 4 | 0.07% | 0.06% | ↑ | 26.7% | 75.0% | ↓ | | | |
| 89 | 58 | 35 | 0.29% | 0.20% | ↑ | 60.3% | 78.7% | ↓ | | | |
| 79 | 72 | 35 | 0.26% | 0.36% | ↓ | 48.6% | 38.0% | ↑ | | | |
| 37 | 36 | 11 | 0.10% | 0.10% | ↑ | 30.6% | 45.7% | ↓ | | | |
| 41 | 31 | 16 | 0.13% | 0.23% | ↓ | 51.6% | 38.5% | ↑ | | | |
| 22 | 21 | 7 | 0.09% | 0.10% | ↓ | 33.3% | 50.0% | ↓ | | | |
| 18 | 21 | 13 | 0.10% | 0.17% | ↓ | 61.9% | 78.6% | ↓ | | | |
| 90 | 90 | 54 | 0.26% | 0.30% | ↓ | 60.0% | 72.1% | ↓ | | | |
| 87 | 80 | 54 | 0.35% | 0.59% | ↓ | 67.5% | 72.0% | ↓ | | | |
| 4,464 | 3,998 | 2,179 | 0.31% | 0.38% | ↓ | 54.5% | 57.9% | ↓ | | | |

| Group | JSA Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|---------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | 303,600 | 1,321 | 1,222 | 719 | 0.44% | 0.59% | ↓ | 58.8% | 60.1% | ↓ |
| London and the Home Counties | 319,250 | 1,120 | 925 | 573 | 0.35% | 0.38% | ↓ | 61.9% | 66.2% | ↓ |
| North East | 253,232 | 293 | 260 | 125 | 0.12% | 0.17% | ↓ | 48.1% | 51.4% | ↓ |
| North West | 191,500 | 732 | 737 | 292 | 0.38% | 0.42% | ↓ | 39.6% | 41.5% | ↓ |
| Scotland | 133,458 | 515 | 430 | 241 | 0.39% | 0.49% | ↓ | 56.0% | 61.5% | ↓ |
| Southern England | 181,165 | 288 | 233 | 108 | 0.16% | 0.18% | ↓ | 46.4% | 47.9% | ↓ |
| Wales | 77,305 | 195 | 191 | 121 | 0.25% | 0.37% | ↓ | 63.4% | 72.8% | ↓ |
| Work Services Directorate | 1,459,510 | 4,464 | 3,998 | 2,179 | 0.31% | 0.38% | ↓ | 54.5% | 57.9% | ↓ |
| Contact Centre Directorate | | 1 | 1 | 1 | - | - | ↔ | 100.0% | 66.7% | ↑ |
| National | 1,459,510 | 4,465 | 3,999 | 2,180 | 0.3% | 0.4% | ↓ | 54.5% | 58.0% | ↓ |

WSD Scorecard

More Frequent Attendance

January-13

| January-13 | | JSA Live Load | Current Month Volumes | | % Interviews to Live Load | | | Outcomes as % of Interviews | | |
|------------------------------|----------------------------------------------|---------------|-----------------------|-----------|---------------------------|----------------|---------------------|-----------------------------|----------------|---------------------|
| Group | District | | Referrals | Outcomes | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| Central England | Birmingham and Solihull | 52,516 | 251 | 81 | 0.48% | 0.61% | ↓ | 32.3% | 34.7% | ↓ |
| Central England | Black Country | 46,703 | 229 | 212 | 0.49% | 0.78% | ↓ | 92.6% | 40.9% | ↑ |
| Central England | Derbyshire | 22,703 | 222 | 90 | 0.98% | 1.22% | ↓ | 40.5% | 70.7% | ↓ |
| Central England | East Anglia | 44,707 | 283 | 131 | 0.63% | 0.98% | ↓ | 46.3% | 65.1% | ↓ |
| Central England | Leicestershire and Northamptonshire | 35,803 | 387 | 224 | 1.08% | 1.60% | ↓ | 57.9% | 58.5% | ↓ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 43,185 | 100 | 57 | 0.23% | 0.34% | ↓ | 57.0% | 51.4% | ↑ |
| Central England | Mercia | 29,252 | 167 | 95 | 0.57% | 1.04% | ↓ | 56.9% | 60.7% | ↓ |
| Central England | Staffordshire and Shropshire | 28,731 | 176 | 86 | 0.61% | 1.19% | ↓ | 48.9% | 44.2% | ↑ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 30,044 | 53 | 20 | 0.18% | 0.33% | ↓ | 37.7% | 183.3% | ↓ |
| London and the Home Counties | East London | 59,470 | 1,255 | 170 | 2.11% | 2.87% | ↓ | 13.5% | 14.8% | ↓ |
| London and the Home Counties | Essex | 35,033 | 191 | 31 | 0.55% | 0.54% | ↑ | 16.2% | 19.3% | ↓ |
| London and the Home Counties | Kent | 34,608 | 528 | 84 | 1.53% | 2.48% | ↓ | 15.9% | 14.5% | ↑ |
| London and the Home Counties | North London | 44,356 | 700 | 196 | 1.58% | 1.88% | ↓ | 28.0% | 26.0% | ↑ |
| London and the Home Counties | South London | 68,911 | 1,387 | 312 | 2.01% | 2.57% | ↓ | 22.5% | 24.0% | ↓ |
| London and the Home Counties | West London | 46,828 | 976 | 314 | 2.08% | 3.51% | ↓ | 32.2% | 18.6% | ↑ |
| North East | Durham and Tees Valley | 45,138 | 139 | 109 | 0.31% | 0.68% | ↓ | 78.4% | 64.2% | ↑ |
| North East | North East Yorkshire and the Humber | 44,390 | 1,193 | 607 | 2.69% | 2.91% | ↓ | 50.9% | 55.6% | ↓ |
| North East | Northumberland, Tyne and Wear | 48,313 | 264 | 143 | 0.55% | 0.54% | ↑ | 54.2% | 60.9% | ↓ |
| North East | South Yorkshire | 43,387 | 666 | 249 | 1.54% | 2.84% | ↓ | 37.4% | 32.1% | ↑ |
| North East | West Yorkshire | 72,004 | 641 | 45 | 0.89% | 1.33% | ↓ | 7.0% | 11.3% | ↓ |
| North West | Cumbria and Lancashire | 41,212 | 1,793 | 1,442 | 4.35% | 6.37% | ↓ | 80.4% | 82.5% | ↓ |
| North West | Greater Manchester Central and Cheshire | 48,413 | 441 | 153 | 0.91% | 1.09% | ↓ | 34.7% | 40.8% | ↓ |
| North West | Greater Manchester East and West | 49,907 | 356 | 241 | 0.71% | 0.93% | ↓ | 67.7% | 71.3% | ↓ |
| North West | Merseyside | 51,968 | 233 | 101 | 0.45% | 0.97% | ↓ | 43.3% | 39.8% | ↑ |
| Scotland | East and South East Scotland | 37,855 | 163 | 124 | 0.43% | 0.59% | ↓ | 76.1% | 56.9% | ↑ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 44,961 | 467 | 317 | 1.04% | 1.55% | ↓ | 67.9% | 65.5% | ↑ |
| Scotland | North of Scotland | 20,496 | 160 | 92 | 0.78% | 1.17% | ↓ | 57.5% | 60.9% | ↓ |
| Scotland | West of Scotland | 30,146 | 144 | 96 | 0.48% | 0.98% | ↓ | 66.7% | 72.0% | ↓ |
| Southern England | Devon and Cornwall | 28,459 | 380 | 170 | 1.34% | 1.99% | ↓ | 44.7% | 64.5% | ↓ |
| Southern England | Gloucestershire and West of England | 30,488 | 649 | 127 | 2.13% | 2.43% | ↓ | 19.6% | 22.5% | ↓ |
| Southern England | Hampshire and Isle of Wight | 30,575 | 104 | 36 | 0.34% | 0.51% | ↓ | 34.6% | 33.3% | ↑ |
| Southern England | Surrey and Sussex | 35,837 | 120 | 43 | 0.33% | 0.60% | ↓ | 35.8% | 39.9% | ↓ |
| Southern England | Thames Valley | 30,771 | 307 | 101 | 1.00% | 1.46% | ↓ | 32.9% | 53.9% | ↓ |
| Southern England | Wessex | 25,035 | 5,926 | 1,735 | 23.67% | 38.43% | ↓ | 29.3% | 31.6% | ↓ |
| Wales | North and Mid Wales | 17,883 | 20 | 9 | 0.11% | 0.25% | ↓ | 45.0% | 77.3% | ↓ |
| Wales | South East Wales | 34,222 | 227 | 145 | 0.66% | 1.28% | ↓ | 63.9% | 61.6% | ↑ |
| Wales | South West Wales | 25,200 | 46 | 38 | 0.18% | 0.43% | ↓ | 82.6% | 50.0% | ↑ |
| Districts Total | | 1,459,510 | 21,344 | 8,226 | 1.46% | 2.18% | ↓ | 38.5% | 40.1% | ↓ |
| | Group | JSA Live Load | Referrals | Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| | Central England | 303,600 | 1,815 | 976 | 0.60% | 0.91% | ↓ | 53.8% | 53.8% | ↓ |
| | London and the Home Counties | 319,250 | 5,090 | 1,127 | 1.59% | 2.23% | ↓ | 22.1% | 21.8% | ↑ |
| | North East | 253,232 | 2,903 | 1,153 | 1.15% | 1.60% | ↓ | 39.7% | 38.9% | ↑ |
| | North West | 191,500 | 2,823 | 1,937 | 1.47% | 2.13% | ↓ | 68.6% | 70.5% | ↓ |
| | Scotland | 133,458 | 934 | 629 | 0.70% | 1.09% | ↓ | 67.3% | 64.8% | ↑ |
| | Southern England | 181,165 | 7,486 | 2,212 | 4.13% | 6.45% | ↓ | 29.5% | 33.7% | ↓ |
| | Wales | 77,305 | 293 | 192 | 0.38% | 0.77% | ↓ | 65.5% | 60.6% | ↑ |
| | Work Services Directorate | 1,459,510 | 21,344 | 8,226 | 1.46% | 2.18% | ↓ | 38.5% | 40.1% | ↓ |
| | Contact Centre Directorate | | 0 | 0 | - | - | ↔ | - | - | ↔ |
| National | | 1,459,510 | 21,344 | 8226 | 1.46% | 2.18% | ↓ | 38.5% | 40.1% | ↓ |

WSD Scorecard

ESA Decision Making and Appeals

January-13

| January-13 | | ESA WRAG Live Load | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | |
|------------------------------|----------------------------------------------|--------------------------|-----------------------|-----------|----------------------|--------------------------|-------------------|------------------------|------------------------|-------------------|------------------------|
| Group | District | | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| Central England | Birmingham and Solihull | 11,371 | 34 | 16 | 12 | 0.30% | 0.46% | ↓ | 75.0% | 39.3% | ↑ |
| Central England | Black Country | 9,616 | 28 | 11 | 2 | 0.29% | 0.41% | ↓ | 18.2% | 42.1% | ↓ |
| Central England | Derbyshire | 8,025 | 101 | 52 | 29 | 1.26% | 1.13% | ↑ | 55.8% | 57.9% | ↓ |
| Central England | East Anglia | 14,107 | 314 | 158 | 86 | 2.23% | 1.87% | ↑ | 54.4% | 60.8% | ↓ |
| Central England | Leicestershire and Northamptonshire | 9,465 | 177 | 98 | 56 | 1.87% | 1.99% | ↓ | 57.1% | 44.8% | ↑ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 13,874 | 169 | 139 | 85 | 1.22% | 2.06% | ↓ | 61.2% | 65.6% | ↓ |
| Central England | Mercia | 9,614 | 67 | 25 | 9 | 0.70% | 0.88% | ↓ | 36.0% | 50.0% | ↓ |
| Central England | Staffordshire and Shropshire | 9,685 | 71 | 18 | 9 | 0.73% | 0.68% | ↑ | 50.0% | 46.7% | ↑ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 8,113 | 100 | 23 | 13 | 1.23% | 2.07% | ↓ | 56.5% | 21.1% | ↑ |
| London and the Home Counties | East London | 8,751 | 82 | 78 | 50 | 0.94% | 2.20% | ↓ | 64.1% | 69.6% | ↓ |
| London and the Home Counties | Essex | 8,812 | 224 | 44 | 17 | 2.54% | 2.44% | ↑ | 38.6% | 40.0% | ↓ |
| London and the Home Counties | Kent | 10,795 | 66 | 26 | 12 | 0.61% | 0.60% | ↑ | 46.2% | 42.1% | ↑ |
| London and the Home Counties | North London | 10,832 | 101 | 73 | 53 | 0.93% | 0.99% | ↓ | 72.6% | 71.2% | ↑ |
| London and the Home Counties | South London | 14,457 | 111 | 59 | 39 | 0.77% | 1.25% | ↓ | 66.1% | 59.9% | ↑ |
| London and the Home Counties | West London | 12,163 | 54 | 31 | 23 | 0.44% | 0.61% | ↓ | 74.2% | 72.7% | ↑ |
| North East | Durham and Tees Valley | 10,243 | 219 | 14 | 10 | 2.14% | 2.28% | ↓ | 71.4% | 59.5% | ↑ |
| North East | North East Yorkshire and the Humber | 9,290 | 30 | 31 | 22 | 0.32% | 0.56% | ↓ | 71.0% | 54.2% | ↑ |
| North East | Northumberland, Tyne and Wear | 12,552 | 170 | 39 | 24 | 1.35% | 2.28% | ↓ | 61.5% | 69.2% | ↓ |
| North East | South Yorkshire | 12,061 | 196 | 79 | 39 | 1.63% | 1.46% | ↑ | 49.4% | 34.8% | ↑ |
| North East | West Yorkshire | 15,044 | 231 | 81 | 45 | 1.54% | 1.38% | ↑ | 55.6% | 41.2% | ↑ |
| North West | Cumbria and Lancashire | 19,044 | 279 | 176 | 108 | 1.47% | 2.63% | ↓ | 61.4% | 65.6% | ↓ |
| North West | Greater Manchester Central and Cheshire | 17,645 | 246 | 125 | 63 | 1.39% | 2.55% | ↓ | 50.4% | 58.4% | ↓ |
| North West | Greater Manchester East and West | 19,072 | 295 | 135 | 79 | 1.55% | 3.25% | ↓ | 58.5% | 50.0% | ↑ |
| North West | Merseyside | 17,905 | 190 | 168 | 85 | 1.06% | 1.71% | ↓ | 50.6% | 45.6% | ↑ |
| Scotland | East and South East Scotland | 14,195 | 124 | 70 | 57 | 0.87% | 1.11% | ↓ | 81.4% | 79.3% | ↑ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 17,344 | 110 | 56 | 42 | 0.63% | 0.88% | ↓ | 75.0% | 82.3% | ↓ |
| Scotland | North of Scotland | 9,379 | 38 | 18 | 13 | 0.41% | 0.38% | ↑ | 72.2% | 61.9% | ↑ |
| Scotland | West of Scotland | 9,718 | 32 | 28 | 21 | 0.33% | 0.65% | ↓ | 75.0% | 70.6% | ↑ |
| Southern England | Devon and Cornwall | 13,165 | 87 | 56 | 30 | 0.66% | 0.80% | ↓ | 53.6% | 49.1% | ↑ |
| Southern England | Gloucestershire and West of England | 10,894 | 67 | 25 | 12 | 0.62% | 0.64% | ↓ | 48.0% | 34.6% | ↑ |
| Southern England | Hampshire and Isle of Wight | 10,013 | 200 | 142 | 100 | 2.00% | 2.07% | ↓ | 70.4% | 73.0% | ↓ |
| Southern England | Surrey and Sussex | 12,533 | 81 | 38 | 20 | 0.65% | 0.80% | ↓ | 52.6% | 40.0% | ↑ |
| Southern England | Thames Valley | 9,901 | 45 | 28 | 16 | 0.45% | 0.52% | ↓ | 57.1% | 45.5% | ↑ |
| Southern England | Wessex | 12,405 | 74 | 47 | 25 | 0.60% | 1.14% | ↓ | 53.2% | 40.6% | ↑ |
| Wales | North and Mid Wales | 6,492 | 62 | 23 | 12 | 0.96% | 1.14% | ↓ | 52.2% | 56.0% | ↓ |
| Wales | South East Wales | 11,421 | 119 | 53 | 33 | 1.04% | 1.15% | ↓ | 62.3% | 69.5% | ↓ |
| Wales | South West Wales | 13,316 | 185 | 78 | 38 | 1.39% | 1.83% | ↓ | 48.7% | 60.1% | ↓ |
| | Districts Total | 443,312 | 4,779 | 2,361 | 1,389 | 1.08% | 1.46% | ↓ | 58.8% | 57.5% | ↑ |
| | Group | ESA Live Load | | | | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| | Central England | 85,757 | 961 | 517 | 288 | 1.12% | 1.25% | ↓ | 55.7% | 57.0% | ↓ |
| | London and the Home Counties | 73,923 | 738 | 334 | 207 | 1.00% | 1.35% | ↓ | 62.0% | 59.1% | ↑ |
| | North East | 59,190 | 846 | 244 | 140 | 1.43% | 1.62% | ↓ | 57.4% | 47.0% | ↑ |
| | North West | 73,666 | 1,010 | 604 | 335 | 1.37% | 2.55% | ↓ | 55.5% | 55.7% | ↓ |
| | Scotland | 50,636 | 304 | 172 | 133 | 0.60% | 0.81% | ↓ | 77.3% | 77.8% | ↓ |
| | Southern England | 68,911 | 554 | 336 | 203 | 0.80% | 0.98% | ↓ | 60.4% | 48.8% | ↑ |
| | Wales | 31,229 | 366 | 154 | 83 | 1.17% | 1.44% | ↓ | 53.9% | 62.6% | ↓ |
| | Work Services Directorate | 443,312 | 4,779 | 2,361 | 1,389 | 1.08% | 1.46% | ↓ | 58.8% | 57.5% | ↑ |
| | Contact Centre Directorate | 522 | 41 | 13 | 7 | 7.9% | 11.6% | ↓ | 53.8% | 60.0% | ↓ |
| | National | 443,834 | 4,820 | 2,374 | 1,396 | 1.1% | 1.5% | ↓ | 58.8% | 57.5% | ↑ |

| WSD Scorecard | | | Work Programme | | | | | | | | |
|------------------------------|----------------------------------------------|------------------|-----------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|
| January-13 | | JSA WP Live Load | JSA Customers | | | | | | | | |
| Group | District | | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | |
| | | | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| Central England | Birmingham and Solihull | 22,880 | 1,470 | 642 | 380 | 6.42% | 8.05% | ↓ | 59.2% | 68.2% | ↓ |
| Central England | Black Country | 19,301 | 1,344 | 1,179 | 622 | 6.96% | 7.24% | ↓ | 52.8% | 61.0% | ↓ |
| Central England | Derbyshire | 8,476 | 1,457 | 751 | 491 | 17.19% | 15.88% | ↑ | 65.4% | 79.6% | ↓ |
| Central England | East Anglia | 15,336 | 3,242 | 1,709 | 1,090 | 21.14% | 19.24% | ↑ | 63.8% | 64.9% | ↓ |
| Central England | Leicestershire and Northamptonshire | 11,323 | 1,976 | 1,050 | 593 | 17.45% | 19.66% | ↓ | 56.5% | 56.6% | ↓ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 16,078 | 2,130 | 1,194 | 725 | 13.25% | 17.97% | ↓ | 60.7% | 69.4% | ↓ |
| Central England | Mercia | 9,615 | 1,091 | 589 | 319 | 11.35% | 13.69% | ↓ | 54.2% | 60.7% | ↓ |
| Central England | Staffordshire and Shropshire | 9,686 | 1,272 | 708 | 404 | 13.13% | 17.35% | ↓ | 57.1% | 67.8% | ↓ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 9,295 | 2,100 | 790 | 677 | 22.59% | 22.65% | ↓ | 85.7% | 83.0% | ↑ |
| London and the Home Counties | East London | 21,330 | 1,847 | 1,132 | 825 | 8.66% | 16.73% | ↓ | 72.9% | 70.1% | ↑ |
| London and the Home Counties | Essex | 10,760 | 2,059 | 1,250 | 792 | 19.14% | 23.09% | ↓ | 63.4% | 59.1% | ↑ |
| London and the Home Counties | Kent | 12,221 | 540 | 272 | 147 | 4.42% | 4.44% | ↓ | 54.0% | 55.7% | ↓ |
| London and the Home Counties | North London | 14,652 | 663 | 515 | 382 | 4.52% | 7.66% | ↓ | 74.2% | 75.8% | ↓ |
| London and the Home Counties | South London | 25,048 | 2,356 | 945 | 640 | 9.41% | 10.27% | ↓ | 67.7% | 65.0% | ↑ |
| London and the Home Counties | West London | 13,805 | 707 | 433 | 338 | 5.12% | 5.85% | ↓ | 78.1% | 76.3% | ↑ |
| North East | Durham and Tees Valley | 18,272 | 2,798 | 1,474 | 1,141 | 15.31% | 17.73% | ↓ | 77.4% | 66.5% | ↑ |
| North East | North East Yorkshire and the Humber | 17,194 | 1,850 | 922 | 676 | 10.76% | 10.22% | ↑ | 73.3% | 70.9% | ↑ |
| North East | Northumberland, Tyne and Wear | 18,099 | 3,125 | 1,946 | 1,362 | 17.27% | 24.54% | ↓ | 70.0% | 79.9% | ↓ |
| North East | South Yorkshire | 17,853 | 4,806 | 2,181 | 1,428 | 26.92% | 24.37% | ↑ | 65.5% | 65.1% | ↑ |
| North East | West Yorkshire | 26,546 | 3,711 | 1,828 | 1,244 | 13.98% | 11.94% | ↑ | 68.1% | 67.7% | ↑ |
| North West | Cumbria and Lancashire | 13,410 | 2,514 | 1,517 | 983 | 18.75% | 24.82% | ↓ | 64.8% | 61.9% | ↑ |
| North West | Greater Manchester Central and Cheshire | 15,930 | 2,608 | 1,794 | 1,372 | 16.37% | 23.30% | ↓ | 76.5% | 73.0% | ↑ |
| North West | Greater Manchester East and West | 17,846 | 3,595 | 2,100 | 1,660 | 20.14% | 26.31% | ↓ | 79.0% | 76.7% | ↑ |
| North West | Merseyside | 19,272 | 3,060 | 2,490 | 1,342 | 15.88% | 22.59% | ↓ | 53.9% | 53.7% | ↑ |
| Scotland | East and South East Scotland | 13,357 | 1,807 | 1,236 | 804 | 13.53% | 22.93% | ↓ | 65.0% | 70.2% | ↓ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 16,523 | 1,509 | 1,134 | 764 | 9.13% | 17.95% | ↓ | 67.4% | 69.1% | ↓ |
| Scotland | North of Scotland | 6,245 | 1,004 | 464 | 269 | 16.08% | 13.35% | ↑ | 58.0% | 71.0% | ↓ |
| Scotland | West of Scotland | 11,136 | 493 | 356 | 233 | 4.43% | 7.29% | ↓ | 65.4% | 70.8% | ↓ |
| Southern England | Devon and Cornwall | 8,687 | 346 | 182 | 118 | 3.98% | 6.73% | ↓ | 64.8% | 52.6% | ↑ |
| Southern England | Gloucestershire and West of England | 10,246 | 777 | 354 | 235 | 7.58% | 9.87% | ↓ | 66.4% | 51.4% | ↑ |
| Southern England | Hampshire and Isle of Wight | 8,918 | 1,325 | 670 | 521 | 14.86% | 14.80% | ↑ | 77.8% | 82.4% | ↓ |
| Southern England | Surrey and Sussex | 10,628 | 672 | 325 | 196 | 6.32% | 6.96% | ↓ | 60.3% | 74.5% | ↓ |
| Southern England | Thames Valley | 9,174 | 999 | 490 | 237 | 10.89% | 8.50% | ↑ | 48.4% | 52.0% | ↓ |
| Southern England | Wessex | 7,024 | 326 | 228 | 123 | 4.64% | 10.91% | ↓ | 53.9% | 47.4% | ↑ |
| Wales | North and Mid Wales | 5,682 | 724 | 378 | 231 | 12.74% | 13.36% | ↓ | 61.1% | 62.4% | ↓ |
| Wales | South East Wales | 13,365 | 1,774 | 724 | 429 | 13.27% | 13.27% | ↑ | 59.3% | 66.1% | ↓ |
| Wales | South West Wales | 7,611 | 1,266 | 598 | 323 | 16.63% | 18.36% | ↓ | 54.0% | 66.7% | ↓ |
| | Districts Total | 512,824 | 65,343 | 36,550 | 24,116 | 12.74% | 15.35% | ↓ | 66.0% | 67.6% | ↓ |
| | Group | JSA WP Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| | Central England | 112,695 | 13,982 | 7,822 | 4,624 | 12.41% | 13.89% | ↓ | 59.1% | 66.9% | ↓ |
| | London and the Home Counties | 107,111 | 10,272 | 5,337 | 3,801 | 9.59% | 12.33% | ↓ | 71.2% | 68.3% | ↑ |
| | North East | 97,964 | 16,290 | 8,351 | 5,851 | 16.63% | 17.31% | ↓ | 70.1% | 70.2% | ↓ |
| | North West | 66,458 | 11,777 | 7,901 | 5,357 | 17.72% | 24.21% | ↓ | 67.8% | 66.2% | ↑ |
| | Scotland | 47,261 | 4,813 | 3,190 | 2,070 | 10.18% | 16.24% | ↓ | 64.9% | 69.9% | ↓ |
| | Southern England | 54,677 | 4,445 | 2,249 | 1,430 | 8.13% | 9.51% | ↓ | 63.6% | 62.3% | ↑ |
| | Wales | 26,658 | 3,764 | 1,700 | 983 | 14.12% | 14.74% | ↓ | 57.8% | 65.7% | ↓ |
| | Work Services Directorate | 512,824 | 65,343 | 36,550 | 24,116 | 12.74% | 15.35% | ↓ | 66.0% | 67.6% | ↓ |
| | Contact Centre Directorate | 3 | 754 | 141 | 100 | 25133.3% | 33533.3% | ↓ | 70.9% | 66.4% | ↑ |
| National | 512,827 | 66,097 | 36,691 | 24,216 | 12.9% | 15.5% | ↓ | 66.0% | 67.6% | ↓ | |

WSD Scorecard

January-13

| Group | District |
|------------------------------|----------------------------------------------|
| Central England | Birmingham and Solihull |
| Central England | Black Country |
| Central England | Derbyshire |
| Central England | East Anglia |
| Central England | Leicestershire and Northamptonshire |
| Central England | Lincolnshire, Nottinghamshire and Rutland |
| Central England | Mercia |
| Central England | Staffordshire and Shropshire |
| London and the Home Counties | Bedfordshire and Hertfordshire |
| London and the Home Counties | East London |
| London and the Home Counties | Essex |
| London and the Home Counties | Kent |
| London and the Home Counties | North London |
| London and the Home Counties | South London |
| London and the Home Counties | West London |
| North East | Durham and Tees Valley |
| North East | North East Yorkshire and the Humber |
| North East | Northumberland, Tyne and Wear |
| North East | South Yorkshire |
| North East | West Yorkshire |
| North West | Cumbria and Lancashire |
| North West | Greater Manchester Central and Cheshire |
| North West | Greater Manchester East and West |
| North West | Merseyside |
| Scotland | East and South East Scotland |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire |
| Scotland | North of Scotland |
| Scotland | West of Scotland |
| Southern England | Devon and Cornwall |
| Southern England | Gloucestershire and West of England |
| Southern England | Hampshire and Isle of Wight |
| Southern England | Surrey and Sussex |
| Southern England | Thames Valley |
| Southern England | Wessex |
| Wales | North and Mid Wales |
| Wales | South East Wales |
| Wales | South West Wales |
| Districts Total | |

| Work Programme | | | | | | | | | | | |
|-----------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|--|--|--|
| ESA Customers | | | | | | | | | | | |
| Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | | | | |
| Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel | | | |
| 26 | 13 | 11 | 1.28% | 1.88% | ↓ | 84.6% | 39.3% | ↑ | | | |
| 25 | 11 | 2 | 2.40% | 3.21% | ↓ | 18.2% | 15.4% | ↑ | | | |
| 96 | 46 | 23 | 9.40% | 8.14% | ↑ | 50.0% | 51.5% | ↓ | | | |
| 294 | 145 | 74 | 15.66% | 13.83% | ↑ | 51.0% | 59.9% | ↓ | | | |
| 163 | 85 | 46 | 10.72% | 10.82% | ↓ | 54.1% | 40.9% | ↑ | | | |
| 137 | 106 | 56 | 5.90% | 9.21% | ↓ | 52.8% | 54.2% | ↓ | | | |
| 52 | 21 | 8 | 4.49% | 6.58% | ↓ | 38.1% | 46.7% | ↓ | | | |
| 59 | 17 | 9 | 4.18% | 4.10% | ↑ | 52.9% | 42.9% | ↑ | | | |
| 99 | 22 | 13 | 8.52% | 14.03% | ↓ | 59.1% | 19.4% | ↑ | | | |
| 63 | 48 | 25 | 2.96% | 6.86% | ↓ | 52.1% | 60.3% | ↓ | | | |
| 219 | 41 | 17 | 15.57% | 14.57% | ↑ | 41.5% | 35.7% | ↑ | | | |
| 53 | 19 | 9 | 3.95% | 3.68% | ↑ | 47.4% | 29.6% | ↑ | | | |
| 42 | 31 | 16 | 1.44% | 1.84% | ↓ | 51.6% | 60.0% | ↓ | | | |
| 54 | 38 | 20 | 1.49% | 3.55% | ↓ | 52.6% | 50.0% | ↑ | | | |
| 36 | 17 | 12 | 1.34% | 1.55% | ↓ | 70.6% | 64.7% | ↑ | | | |
| 211 | 10 | 7 | 14.85% | 15.40% | ↓ | 70.0% | 41.7% | ↑ | | | |
| 16 | 19 | 10 | 1.19% | 3.40% | ↓ | 52.6% | 47.6% | ↑ | | | |
| 164 | 37 | 22 | 9.04% | 14.93% | ↓ | 59.5% | 69.7% | ↓ | | | |
| 191 | 76 | 36 | 9.50% | 8.31% | ↑ | 47.4% | 31.3% | ↑ | | | |
| 206 | 66 | 31 | 7.35% | 6.61% | ↑ | 47.0% | 34.3% | ↑ | | | |
| 224 | 124 | 59 | 7.44% | 12.54% | ↓ | 47.6% | 51.9% | ↓ | | | |
| 210 | 95 | 36 | 9.47% | 18.31% | ↓ | 37.9% | 44.9% | ↓ | | | |
| 262 | 102 | 52 | 10.55% | 23.11% | ↓ | 51.0% | 39.6% | ↑ | | | |
| 162 | 144 | 68 | 7.99% | 12.80% | ↓ | 47.2% | 33.8% | ↑ | | | |
| 90 | 46 | 34 | 8.43% | 11.37% | ↓ | 73.9% | 73.2% | ↑ | | | |
| 94 | 37 | 24 | 3.43% | 4.49% | ↓ | 64.9% | 78.5% | ↓ | | | |
| 36 | 15 | 10 | 5.82% | 5.47% | ↑ | 66.7% | 60.0% | ↑ | | | |
| 23 | 18 | 11 | 1.48% | 2.77% | ↓ | 61.1% | 64.0% | ↓ | | | |
| 69 | 34 | 18 | 3.91% | 5.29% | ↓ | 52.9% | 46.2% | ↑ | | | |
| 58 | 23 | 10 | 2.95% | 3.37% | ↓ | 43.5% | 29.2% | ↑ | | | |
| 163 | 75 | 41 | 9.21% | 9.42% | ↓ | 54.7% | 74.5% | ↓ | | | |
| 65 | 25 | 11 | 3.02% | 4.42% | ↓ | 44.0% | 40.0% | ↑ | | | |
| 33 | 19 | 7 | 2.51% | 3.08% | ↓ | 36.8% | 28.6% | ↑ | | | |
| 55 | 38 | 18 | 2.26% | 4.92% | ↓ | 47.4% | 35.9% | ↑ | | | |
| 56 | 18 | 7 | 6.24% | 7.39% | ↓ | 38.9% | 44.4% | ↓ | | | |
| 94 | 35 | 16 | 4.45% | 5.82% | ↓ | 45.7% | 68.0% | ↓ | | | |
| 175 | 73 | 33 | 8.11% | 10.86% | ↓ | 45.2% | 58.8% | ↓ | | | |
| 4,075 | 1,789 | 902 | 5.88% | 8.00% | ↓ | 50.4% | 49.9% | ↑ | | | |

| Group | JSA WP Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|------------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | 12,374 | 852 | 444 | 229 | 6.89% | 7.48% | ↓ | 51.6% | 50.6% | ↑ |
| London and the Home Counties | 15,258 | 566 | 216 | 112 | 3.71% | 5.17% | ↓ | 51.9% | 48.6% | ↑ |
| North East | 9,387 | 788 | 208 | 106 | 8.39% | 9.48% | ↓ | 51.0% | 40.2% | ↑ |
| North West | 9,740 | 858 | 465 | 215 | 8.81% | 16.61% | ↓ | 46.2% | 42.5% | ↑ |
| Scotland | 5,980 | 243 | 116 | 79 | 4.06% | 5.33% | ↓ | 68.1% | 72.8% | ↓ |
| Southern England | 11,410 | 443 | 214 | 105 | 3.88% | 5.10% | ↓ | 49.1% | 45.4% | ↑ |
| Wales | 5,165 | 325 | 126 | 56 | 6.29% | 8.21% | ↓ | 44.4% | 60.6% | ↓ |
| Work Services Directorate | 69,314 | 4,075 | 1,789 | 902 | 5.88% | 8.00% | ↓ | 50.4% | 49.9% | ↑ |
| Contact Centre Directorate | 0 | 39 | 10 | 5 | - | - | ↔ | 50.0% | 60.0% | ↓ |
| National | 69,314 | 4,114 | 1,799 | 907 | 5.9% | 8.1% | ↓ | 50.4% | 50.0% | ↑ |

WSD Scorecard

Mandatory Work Activity

January-13

| January-13 | | MWA Opportunity Referrals | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | |
|------------------------------|----------------------------------------------|---------------------------------|-----------------------|-----------|----------------------|--------------------------|-------------------|------------------------|------------------------|-------------------|------------------------|
| Group | District | | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| Central England | Birmingham and Solihull | 425 | 459 | 187 | 135 | 108.00% | 73.18% | ↑ | 72.2% | 69.2% | ↑ |
| Central England | Black Country | 266 | 439 | 194 | 110 | 165.04% | 57.21% | ↑ | 56.7% | 56.1% | ↑ |
| Central England | Derbyshire | 122 | 120 | 35 | 25 | 98.36% | 46.05% | ↑ | 71.4% | 68.4% | ↑ |
| Central England | East Anglia | 154 | 135 | 50 | 38 | 87.66% | 34.34% | ↑ | 76.0% | 60.3% | ↑ |
| Central England | Leicestershire and Northamptonshire | 77 | 39 | 27 | 19 | 50.65% | 50.33% | ↑ | 70.4% | 70.3% | ↑ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 45 | 38 | 18 | 10 | 84.44% | 21.88% | ↑ | 55.6% | 71.4% | ↓ |
| Central England | Mercia | 96 | 177 | 66 | 47 | 184.38% | 74.49% | ↑ | 71.2% | 72.5% | ↓ |
| Central England | Staffordshire and Shropshire | 126 | 203 | 95 | 59 | 161.11% | 68.57% | ↑ | 62.1% | 60.0% | ↑ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 149 | 86 | 39 | 25 | 57.72% | 46.07% | ↑ | 64.1% | 58.5% | ↑ |
| London and the Home Counties | East London | 339 | 182 | 65 | 40 | 53.69% | 53.99% | ↓ | 61.5% | 66.3% | ↓ |
| London and the Home Counties | Essex | 150 | 109 | 40 | 27 | 72.67% | 34.23% | ↑ | 67.5% | 62.7% | ↑ |
| London and the Home Counties | Kent | 427 | 173 | 98 | 60 | 40.52% | 32.38% | ↑ | 61.2% | 65.1% | ↓ |
| London and the Home Counties | North London | 208 | 145 | 55 | 36 | 69.71% | 53.25% | ↑ | 65.5% | 44.2% | ↑ |
| London and the Home Counties | South London | 288 | 257 | 107 | 63 | 89.24% | 58.76% | ↑ | 58.9% | 62.7% | ↓ |
| London and the Home Counties | West London | 194 | 127 | 52 | 30 | 65.46% | 62.72% | ↑ | 57.7% | 58.0% | ↓ |
| North East | Durham and Tees Valley | 84 | 98 | 53 | 35 | 116.67% | 42.08% | ↑ | 66.0% | 64.7% | ↑ |
| North East | North East Yorkshire and the Humber | 282 | 86 | 41 | 31 | 30.50% | 36.28% | ↓ | 75.6% | 50.6% | ↑ |
| North East | Northumberland, Tyne and Wear | 130 | 148 | 45 | 29 | 113.85% | 29.60% | ↑ | 64.4% | 71.4% | ↓ |
| North East | South Yorkshire | 86 | 157 | 75 | 58 | 182.56% | 39.58% | ↑ | 77.3% | 65.7% | ↑ |
| North East | West Yorkshire | 254 | 191 | 87 | 57 | 75.20% | 53.75% | ↑ | 65.5% | 61.2% | ↑ |
| North West | Cumbria and Lancashire | 499 | 399 | 97 | 52 | 79.96% | 26.16% | ↑ | 53.6% | 64.3% | ↓ |
| North West | Greater Manchester Central and Cheshire | 226 | 199 | 46 | 31 | 88.05% | 51.05% | ↑ | 67.4% | 69.8% | ↓ |
| North West | Greater Manchester East and West | 296 | 192 | 52 | 36 | 64.86% | 33.15% | ↑ | 69.2% | 73.0% | ↓ |
| North West | Merseyside | 216 | 185 | 64 | 37 | 85.65% | 56.47% | ↑ | 57.8% | 60.3% | ↓ |
| Scotland | East and South East Scotland | 213 | 187 | 59 | 23 | 87.79% | 33.12% | ↑ | 39.0% | 34.5% | ↑ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 130 | 203 | 73 | 28 | 156.15% | 38.38% | ↑ | 38.4% | 37.7% | ↑ |
| Scotland | North of Scotland | 61 | 24 | 4 | 3 | 39.34% | 16.81% | ↑ | 75.0% | 40.9% | ↑ |
| Scotland | West of Scotland | 105 | 65 | 23 | 12 | 61.90% | 40.67% | ↑ | 52.2% | 36.2% | ↑ |
| Southern England | Devon and Cornwall | 205 | 117 | 47 | 20 | 57.07% | 14.08% | ↑ | 42.6% | 55.0% | ↓ |
| Southern England | Gloucestershire and West of England | 377 | 78 | 35 | 21 | 20.69% | 14.54% | ↑ | 60.0% | 61.2% | ↓ |
| Southern England | Hampshire and Isle of Wight | 111 | 183 | 93 | 59 | 164.86% | 71.30% | ↑ | 63.4% | 62.6% | ↑ |
| Southern England | Surrey and Sussex | 313 | 279 | 116 | 80 | 89.14% | 49.14% | ↑ | 69.0% | 50.7% | ↑ |
| Southern England | Thames Valley | 245 | 214 | 68 | 47 | 87.35% | 52.25% | ↑ | 69.1% | 63.3% | ↑ |
| Southern England | Wessex | 144 | 64 | 24 | 13 | 44.44% | 8.33% | ↑ | 54.2% | 51.7% | ↑ |
| Wales | North and Mid Wales | 40 | 52 | 14 | 10 | 130.00% | 49.41% | ↑ | 71.4% | 66.7% | ↑ |
| Wales | South East Wales | 208 | 81 | 40 | 27 | 38.94% | 33.33% | ↑ | 67.5% | 44.3% | ↑ |
| Wales | South West Wales | 92 | 37 | 12 | 9 | 40.22% | 41.86% | ↓ | 75.0% | 59.1% | ↑ |
| Districts Total | | 7,383 | 5,928 | 2,296 | 1,442 | 80.29% | 43.72% | ↑ | 62.8% | 59.9% | ↑ |
| | Group | JSA WP Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| | Central England | 1,311 | 1,610 | 672 | 443 | 122.81% | 57.08% | ↑ | 65.9% | 64.2% | ↑ |
| | London and the Home Counties | 1,755 | 1,079 | 456 | 281 | 61.48% | 47.52% | ↑ | 61.6% | 59.8% | ↑ |
| | North East | 836 | 680 | 301 | 210 | 81.34% | 40.89% | ↑ | 69.8% | 62.1% | ↑ |
| | North West | 1,237 | 975 | 259 | 156 | 78.82% | 37.63% | ↑ | 60.2% | 66.4% | ↓ |
| | Scotland | 509 | 479 | 159 | 66 | 94.11% | 34.10% | ↑ | 41.5% | 36.7% | ↑ |
| | Southern England | 1,395 | 935 | 383 | 240 | 67.03% | 36.39% | ↑ | 62.7% | 57.8% | ↑ |
| | Wales | 340 | 170 | 66 | 46 | 50.00% | 38.40% | ↑ | 69.7% | 52.1% | ↑ |
| | Work Services Directorate | 7,383 | 5,928 | 2,296 | 1,442 | 80.29% | 43.72% | ↑ | 62.8% | 59.9% | ↑ |
| | Contact Centre Directorate | 12 | 87 | 26 | 19 | 725.0% | 483.3% | ↑ | 73.1% | 64.0% | ↑ |
| National | | 7,395 | 6,015 | 2,322 | 1,461 | 81.3% | 44.2% | ↑ | 62.9% | 59.9% | ↑ |

WSD Scorecard

January-13

| Group | District | Opportunity Referrals | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|----------------------------------------------|-----------------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | Birmingham and Solihull | 1,736 | 57 | 59 | 17 | 3.28% | 2.46% | ↑ | 28.8% | 55.6% | ↓ |
| Central England | Black Country | 1,338 | 24 | 1 | 1 | 1.79% | 1.54% | ↑ | 100.0% | 61.1% | ↑ |
| Central England | Derbyshire | 518 | 35 | 6 | 3 | 6.76% | 4.55% | ↑ | 50.0% | 87.5% | ↓ |
| Central England | East Anglia | 1,049 | 41 | 26 | 20 | 3.91% | 2.81% | ↑ | 76.9% | 72.2% | ↑ |
| Central England | Leicestershire and Northamptonshire | 1,440 | 72 | 77 | 53 | 5.00% | 3.70% | ↑ | 68.8% | 68.0% | ↑ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 2,085 | 152 | 124 | 96 | 7.29% | 5.93% | ↑ | 77.4% | 79.2% | ↓ |
| Central England | Mercia | 1,149 | 42 | 21 | 11 | 3.66% | 3.27% | ↑ | 52.4% | 44.4% | ↑ |
| Central England | Staffordshire and Shropshire | 861 | 50 | 36 | 17 | 5.81% | 7.06% | ↓ | 47.2% | 54.0% | ↓ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 1,883 | 50 | 33 | 10 | 2.66% | 3.32% | ↓ | 30.3% | 60.0% | ↓ |
| London and the Home Counties | East London | 2,503 | 81 | 94 | 80 | 3.24% | 3.65% | ↓ | 85.1% | 83.5% | ↑ |
| London and the Home Counties | Essex | 1,243 | 75 | 65 | 35 | 6.03% | 6.36% | ↓ | 53.8% | 26.1% | ↑ |
| London and the Home Counties | Kent | 1,399 | 59 | 46 | 28 | 4.22% | 2.39% | ↑ | 60.9% | 56.6% | ↑ |
| London and the Home Counties | North London | 1,465 | 93 | 97 | 43 | 6.35% | 5.74% | ↑ | 44.3% | 62.2% | ↓ |
| London and the Home Counties | South London | 3,016 | 151 | 112 | 79 | 5.01% | 4.83% | ↑ | 70.5% | 66.0% | ↑ |
| London and the Home Counties | West London | 2,269 | 116 | 94 | 45 | 5.11% | 3.85% | ↑ | 47.9% | 70.2% | ↓ |
| North East | Durham and Tees Valley | 3,914 | 426 | 305 | 138 | 10.88% | 7.77% | ↑ | 45.2% | 69.2% | ↓ |
| North East | North East Yorkshire and the Humber | 1,333 | 94 | 80 | 54 | 7.05% | 4.88% | ↑ | 67.5% | 65.0% | ↑ |
| North East | Northumberland, Tyne and Wear | 1,370 | 54 | 14 | 9 | 3.94% | 3.58% | ↑ | 64.3% | 67.7% | ↓ |
| North East | South Yorkshire | 1,439 | 137 | 64 | 47 | 9.52% | 4.64% | ↑ | 73.4% | 61.4% | ↑ |
| North East | West Yorkshire | 2,511 | 319 | 103 | 80 | 12.70% | 3.19% | ↑ | 77.7% | 65.2% | ↑ |
| North West | Cumbria and Lancashire | 3,253 | 212 | 139 | 107 | 6.52% | 5.16% | ↑ | 77.0% | 75.1% | ↑ |
| North West | Greater Manchester Central and Cheshire | 2,047 | 84 | 42 | 32 | 4.10% | 4.03% | ↑ | 76.2% | 77.3% | ↓ |
| North West | Greater Manchester East and West | 1,631 | 45 | 29 | 25 | 2.76% | 2.45% | ↑ | 86.2% | 88.2% | ↓ |
| North West | Merseyside | 1,492 | 63 | 58 | 38 | 4.22% | 3.42% | ↑ | 65.5% | 77.0% | ↓ |
| Scotland | East and South East Scotland | 13 | 2 | 2 | 1 | 15.38% | 0.00% | ↑ | 50.0% | - | ↓ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Scotland | North of Scotland | 2 | 0 | 0 | 0 | 0.00% | 50.00% | ↓ | - | 100.0% | ↑ |
| Scotland | West of Scotland | 14 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| Southern England | Devon and Cornwall | 2,090 | 97 | 35 | 24 | 4.64% | 4.02% | ↑ | 68.6% | 83.9% | ↓ |
| Southern England | Gloucestershire and West of England | 1,385 | 41 | 12 | 9 | 2.96% | 3.37% | ↓ | 75.0% | 80.0% | ↓ |
| Southern England | Hampshire and Isle of Wight | 818 | 54 | 80 | 43 | 6.60% | 4.06% | ↑ | 53.8% | 61.5% | ↓ |
| Southern England | Surrey and Sussex | 917 | 31 | 54 | 35 | 3.38% | 4.78% | ↓ | 64.8% | 74.1% | ↓ |
| Southern England | Thames Valley | 1,340 | 84 | 70 | 48 | 6.27% | 2.78% | ↑ | 68.6% | 52.6% | ↑ |
| Southern England | Wessex | 816 | 69 | 18 | 10 | 8.46% | 6.29% | ↑ | 55.6% | 72.0% | ↓ |
| Wales | North and Mid Wales | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Wales | South East Wales | 0 | 12 | 7 | 7 | - | - | ↔ | 100.0% | 0.0% | ↑ |
| Wales | South West Wales | 0 | 4 | 3 | 1 | - | - | ↔ | 33.3% | 100.0% | ↓ |
| | Districts Total | 50,339 | 2,926 | 2,006 | 1,246 | 5.81% | 4.33% | ↑ | 62.1% | 67.8% | ↓ |

| Group | Opportunity Referrals | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|-----------------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | 10,176 | 473 | 350 | 218 | 4.65% | 3.82% | ↑ | 62.3% | 68.8% | ↓ |
| London and the Home Counties | 13,778 | 625 | 541 | 320 | 4.54% | 4.24% | ↑ | 59.1% | 61.1% | ↓ |
| North East | 10,567 | 1,030 | 566 | 328 | 9.75% | 5.31% | ↑ | 58.0% | 67.9% | ↓ |
| North West | 8,423 | 404 | 268 | 202 | 4.80% | 4.06% | ↑ | 75.4% | 77.2% | ↓ |
| Scotland | 29 | 2 | 2 | 1 | 6.90% | 2.04% | ↑ | 50.0% | 100.0% | ↓ |
| Southern England | 7,366 | 376 | 269 | 169 | 5.10% | 4.05% | ↑ | 62.8% | 70.7% | ↓ |
| Wales | 0 | 16 | 10 | 8 | - | - | ↔ | 80.0% | 66.7% | ↑ |
| Work Services Directorate | 50,339 | 2,926 | 2,006 | 1,246 | 5.81% | 4.33% | ↑ | 62.1% | 67.8% | ↓ |
| Contact Centre Directorate | | 13 | 8 | 6 | 118.2% | 100.0% | ↑ | 75.0% | 63.6% | ↑ |
| National | 50,350 | 2,939 | 2,014 | 1,252 | 5.8% | 4.3% | ↑ | 62.2% | 67.8% | ↓ |

WSD Scorecard

January-13

| Group | District |
|------------------------------|----------------------------------------------|
| Central England | Birmingham and Solihull |
| Central England | Black Country |
| Central England | Derbyshire |
| Central England | East Anglia |
| Central England | Leicestershire and Northamptonshire |
| Central England | Lincolnshire, Nottinghamshire and Rutland |
| Central England | Mercia |
| Central England | Staffordshire and Shropshire |
| London and the Home Counties | Bedfordshire and Hertfordshire |
| London and the Home Counties | East London |
| London and the Home Counties | Essex |
| London and the Home Counties | Kent |
| London and the Home Counties | North London |
| London and the Home Counties | South London |
| London and the Home Counties | West London |
| North East | Durham and Tees Valley |
| North East | North East Yorkshire and the Humber |
| North East | Northumberland, Tyne and Wear |
| North East | South Yorkshire |
| North East | West Yorkshire |
| North West | Cumbria and Lancashire |
| North West | Greater Manchester Central and Cheshire |
| North West | Greater Manchester East and West |
| North West | Merseyside |
| Scotland | East and South East Scotland |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire |
| Scotland | North of Scotland |
| Scotland | West of Scotland |
| Southern England | Devon and Cornwall |
| Southern England | Gloucestershire and West of England |
| Southern England | Hampshire and Isle of Wight |
| Southern England | Surrey and Sussex |
| Southern England | Thames Valley |
| Southern England | Wessex |
| Wales | North and Mid Wales |
| Wales | South East Wales |
| Wales | South West Wales |
| | Districts Total |

| Skills Conditionality | | | | | | | | | |
|-----------------------|-----------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|
| Opportunity Referrals | ESA Customers | | | | | | | | |
| | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | |
| | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| 3 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 8 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 4 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 14 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 30 | 0 | 0 | 0 | 0.00% | 2.04% | ↓ | - | 50.0% | ↑ |
| 50 | 2 | 2 | 2 | 4.00% | 3.17% | ↑ | 100.0% | 100.0% | ↔ |
| 13 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 12 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 8 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 21 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 31 | 1 | 1 | 0 | 3.23% | 10.00% | ↓ | 0.0% | 100.0% | ↓ |
| 8 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 14 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 36 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 13 | 2 | 0 | 0 | 15.38% | 0.00% | ↑ | - | 0.0% | ↑ |
| 38 | 1 | 0 | 0 | 2.63% | 0.00% | ↑ | - | - | ↔ |
| 5 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 8 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 15 | 1 | 0 | 0 | 6.67% | 0.00% | ↑ | - | - | ↔ |
| 23 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 233 | 1 | 0 | 0 | 0.43% | 1.20% | ↓ | - | 100.0% | ↑ |
| 41 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 50 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 25 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| 4 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 18 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 5 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 11 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 4 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| 112 | 1 | 0 | 0 | 0.89% | 0.00% | ↑ | - | - | ↔ |
| 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| 857 | 9 | 3 | 2 | 1.05% | 0.85% | ↑ | 66.7% | 66.7% | ↔ |

| Group | Opportunity Referrals | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|-----------------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | 134 | 2 | 2 | 2 | 1.49% | 1.46% | ↑ | 100.0% | 66.7% | ↑ |
| London and the Home Counties | 131 | 3 | 1 | 0 | 2.29% | 2.02% | ↑ | 0.0% | 50.0% | ↓ |
| North East | 89 | 2 | 0 | 0 | 2.25% | 0.00% | ↑ | - | - | ↔ |
| North West | 349 | 1 | 0 | 0 | 0.29% | 0.70% | ↓ | - | 100.0% | ↑ |
| Scotland | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Southern England | 154 | 1 | 0 | 0 | 0.65% | 0.00% | ↑ | - | - | ↔ |
| Wales | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Work Services Directorate | 857 | 9 | 3 | 2 | 1.05% | 0.85% | ↑ | 66.7% | 66.7% | ↔ |
| Contact Centre Directorate | | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| National | 857 | 9 | 3 | 2 | 1.1% | 0.9% | ↑ | 66.7% | 66.7% | ↔ |

WSD Scorecard

January-13

| Group | District |
|------------------------------|----------------------------------------------|
| Central England | Birmingham and Solihull |
| Central England | Black Country |
| Central England | Derbyshire |
| Central England | East Anglia |
| Central England | Leicestershire and Northamptonshire |
| Central England | Lincolnshire, Nottinghamshire and Rutland |
| Central England | Mercia |
| Central England | Staffordshire and Shropshire |
| London and the Home Counties | Bedfordshire and Hertfordshire |
| London and the Home Counties | East London |
| London and the Home Counties | Essex |
| London and the Home Counties | Kent |
| London and the Home Counties | North London |
| London and the Home Counties | South London |
| London and the Home Counties | West London |
| North East | Durham and Tees Valley |
| North East | North East Yorkshire and the Humber |
| North East | Northumberland, Tyne and Wear |
| North East | South Yorkshire |
| North East | West Yorkshire |
| North West | Cumbria and Lancashire |
| North West | Greater Manchester Central and Cheshire |
| North West | Greater Manchester East and West |
| North West | Merseyside |
| Scotland | East and South East Scotland |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire |
| Scotland | North of Scotland |
| Scotland | West of Scotland |
| Southern England | Devon and Cornwall |
| Southern England | Gloucestershire and West of England |
| Southern England | Hampshire and Isle of Wight |
| Southern England | Surrey and Sussex |
| Southern England | Thames Valley |
| Southern England | Wessex |
| Wales | North and Mid Wales |
| Wales | South East Wales |
| Wales | South West Wales |
| | Districts Total |

| sector-based work academies | | | | | | | | | | | |
|-----------------------------|-----------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|--|--|
| Opportunity Referrals | JSA Customers | | | | | | | | | | |
| | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | | | |
| | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel | | |
| | 1 | 0 | 0 | 2.56% | 0.00% | ↑ | - | - | ↔ | | |
| | 1 | 0 | 0 | 1.59% | 0.46% | ↑ | - | 0.0% | ↑ | | |
| | 6 | 0 | 0 | 9.52% | 1.12% | ↑ | - | 50.0% | ↑ | | |
| | 3 | 2 | 0 | 2.48% | 1.76% | ↑ | 0.0% | 33.3% | ↓ | | |
| | 6 | 8 | 6 | 2.16% | 1.34% | ↑ | 75.0% | 60.0% | ↑ | | |
| | 4 | 1 | 1 | 4.21% | 0.32% | ↑ | 100.0% | 100.0% | ↔ | | |
| | 1 | 0 | 0 | 0.33% | 0.28% | ↑ | - | 100.0% | ↑ | | |
| | 0 | 1 | 1 | 0.00% | 2.53% | ↓ | 100.0% | 66.7% | ↑ | | |
| | 0 | 0 | 0 | 0.00% | 0.64% | ↓ | - | 66.7% | ↑ | | |
| | 8 | 12 | 11 | 1.30% | 2.51% | ↓ | 91.7% | 87.5% | ↑ | | |
| | 0 | 0 | 0 | 0.00% | 0.97% | ↓ | - | - | ↔ | | |
| | 3 | 2 | 0 | 3.61% | 0.98% | ↑ | 0.0% | 33.3% | ↓ | | |
| | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ | | |
| | 4 | 0 | 0 | 0.51% | 0.19% | ↑ | - | 50.0% | ↑ | | |
| | 2 | 1 | 1 | 1.04% | 1.23% | ↓ | 100.0% | 40.0% | ↑ | | |
| | 1 | 0 | 0 | 0.95% | 0.92% | ↑ | - | 0.0% | ↑ | | |
| | 3 | 3 | 1 | 0.72% | 0.57% | ↑ | 33.3% | 0.0% | ↑ | | |
| | 4 | 2 | 2 | 2.04% | 0.12% | ↑ | 100.0% | 50.0% | ↑ | | |
| | 0 | 0 | 0 | 0.00% | 0.88% | ↓ | - | - | ↔ | | |
| | 6 | 4 | 2 | 5.66% | 0.36% | ↑ | 50.0% | - | ↓ | | |
| | 6 | 2 | 2 | 1.83% | 2.62% | ↓ | 100.0% | 55.6% | ↑ | | |
| | 7 | 4 | 4 | 1.98% | 0.88% | ↑ | 100.0% | 100.0% | ↔ | | |
| | 1 | 1 | 0 | 0.62% | 0.29% | ↑ | 0.0% | 0.0% | ↔ | | |
| | 4 | 3 | 1 | 1.38% | 0.14% | ↑ | 33.3% | 100.0% | ↓ | | |
| | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ | | |
| | 0 | 0 | 0 | 0.00% | 0.27% | ↓ | - | 100.0% | ↑ | | |
| | 2 | 1 | 1 | 0.88% | 0.63% | ↑ | 100.0% | 66.7% | ↑ | | |
| | 0 | 0 | 0 | 0.00% | 1.38% | ↓ | - | 100.0% | ↑ | | |
| | 1 | 0 | 0 | 0.51% | 0.69% | ↓ | - | 100.0% | ↑ | | |
| | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ | | |
| | 0 | 1 | 0 | 0.00% | 0.00% | ↔ | 0.0% | 100.0% | ↓ | | |
| | 0 | 0 | 0 | 0.00% | 0.87% | ↓ | - | 100.0% | ↑ | | |
| | 5 | 4 | 1 | 3.82% | 1.49% | ↑ | 25.0% | 50.0% | ↓ | | |
| | 0 | 0 | 0 | 0.00% | 0.36% | ↓ | - | 50.0% | ↑ | | |
| | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ | | |
| | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ | | |
| | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ | | |
| | 79 | 52 | 34 | 1.19% | 0.80% | ↑ | 65.4% | 56.6% | ↑ | | |

| Group | JSA WP Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
|------------------------------|------------------|-----------|-----------|-------------------|---------------|----------------|---------------------|---------------|----------------|---------------------|
| Central England | 1,120 | 22 | 12 | 8 | 1.96% | 0.98% | ↑ | 66.7% | 52.6% | ↑ |
| London and the Home Counties | 2,177 | 17 | 15 | 12 | 0.78% | 0.95% | ↓ | 80.0% | 61.9% | ↑ |
| North East | 942 | 14 | 9 | 5 | 1.49% | 0.43% | ↑ | 55.6% | 20.0% | ↑ |
| North West | 1,133 | 18 | 10 | 7 | 1.59% | 0.88% | ↑ | 70.0% | 61.5% | ↑ |
| Scotland | 667 | 2 | 1 | 1 | 0.30% | 0.56% | ↓ | 100.0% | 85.7% | ↑ |
| Southern England | 604 | 6 | 5 | 1 | 0.99% | 0.77% | ↑ | 20.0% | 61.5% | ↓ |
| Wales | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Work Services Directorate | 6,643 | 79 | 52 | 34 | 1.19% | 0.80% | ↑ | 65.4% | 56.6% | ↑ |
| Contact Centre Directorate | | 2 | 2 | 2 | 13.3% | 0.0% | ↑ | 100.0% | - | ↓ |
| National | 6,658 | 81 | 54 | 36 | 1.2% | 0.8% | ↑ | 66.7% | 56.6% | ↑ |

| WSD Scorecard | | | sector-based work academies | | | | | | | | |
|------------------------------|----------------------------------------------|-----------------------|-----------------------------|-----------|-------------------|--------------------------|----------------|---------------------|------------------------|----------------|---------------------|
| January-13 | | Opportunity Referrals | ESA Customers | | | | | | | | |
| Group | District | | Current Month Volumes | | | % Referrals to Live Load | | | Adverse Decisions Rate | | |
| | | | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| Central England | Birmingham and Solihull | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| Central England | Black Country | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Central England | Derbyshire | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| Central England | East Anglia | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Central England | Leicestershire and Northamptonshire | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| Central England | Lincolnshire, Nottinghamshire and Rutland | 3 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| Central England | Mercia | 3 | 0 | 0 | 0 | 0.00% | - | ↓ | - | - | ↔ |
| Central England | Staffordshire and Shropshire | 6 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| London and the Home Counties | Bedfordshire and Hertfordshire | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| London and the Home Counties | East London | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| London and the Home Counties | Essex | 1 | 0 | 0 | 0 | 0.00% | - | ↓ | - | - | ↔ |
| London and the Home Counties | Kent | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| London and the Home Counties | North London | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| London and the Home Counties | South London | 3 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| London and the Home Counties | West London | 1 | 0 | 0 | 0 | 0.00% | - | ↓ | - | - | ↔ |
| North East | Durham and Tees Valley | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| North East | North East Yorkshire and the Humber | 2 | 1 | 0 | 0 | 50.00% | 0.00% | ↑ | - | - | ↔ |
| North East | Northumberland, Tyne and Wear | 3 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| North East | South Yorkshire | 5 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| North East | West Yorkshire | 1 | 0 | 0 | 0 | 0.00% | - | ↓ | - | - | ↔ |
| North West | Cumbria and Lancashire | 2 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| North West | Greater Manchester Central and Cheshire | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| North West | Greater Manchester East and West | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| North West | Merseyside | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| Scotland | East and South East Scotland | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| Scotland | Glasgow, Lanarkshire and East Dunbartonshire | 6 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| Scotland | North of Scotland | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| Scotland | West of Scotland | 2 | 0 | 0 | 0 | 0.00% | - | ↓ | - | - | ↔ |
| Southern England | Devon and Cornwall | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Southern England | Gloucestershire and West of England | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Southern England | Hampshire and Isle of Wight | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| Southern England | Surrey and Sussex | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Southern England | Thames Valley | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Southern England | Wessex | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Wales | North and Mid Wales | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Wales | South East Wales | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| Wales | South West Wales | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| | Districts Total | 38 | 1 | 0 | 0 | 2.63% | 0.00% | ↑ | - | - | ↔ |
| | Group | JSA WP Live Load | Referrals | Decisions | Adverse Decisions | Current Month | Previous Month | Direction of Travel | Current Month | Previous Month | Direction of Travel |
| | Central England | 12 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| | London and the Home Counties | 5 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| | North East | 11 | 1 | 0 | 0 | 9.09% | 0.00% | ↑ | - | - | ↔ |
| | North West | 2 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| | Scotland | 8 | 0 | 0 | 0 | 0.00% | 0.00% | ↔ | - | - | ↔ |
| | Southern England | 0 | 0 | 0 | 0 | - | 0.00% | ↑ | - | - | ↔ |
| | Wales | 0 | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| | Work Services Directorate | 38 | 1 | 0 | 0 | 2.63% | 0.00% | ↑ | - | - | ↔ |
| | Contact Centre Directorate | | 0 | 0 | 0 | - | - | ↔ | - | - | ↔ |
| | National | 38 | 1 | 0 | 0 | 2.6% | 0.0% | ↑ | - | - | ↔ |