

Business Plan 2011–2015

Department for Work and Pensions

May 2011

This plan will be refreshed annually

Contents:

Section A: **Vision**

Section B: **Coalition Priorities**

Section C: **Structural Reform Plan**

Section D: **Departmental Expenditure**

Section E: **Transparency**

A) Vision

The Department for Work and Pensions has an ambitious agenda of reform which aims to create a new welfare system for the 21st century; to transform the opportunity for people without jobs to find work and support themselves and their families; and to ensure that the most vulnerable in society are protected. We will focus on the Coalition Government's values of freedom, fairness and responsibility and put welfare spending on a sustainable footing.

Over the course of the business plan period, our reforms will:

- tackle poverty and welfare dependency through a simplified welfare system that encourages and incentivises people to find work, rewards responsible behaviour and protects the most vulnerable;
- promote high levels of employment by helping people who are out of work, including people in disadvantaged groups, to move into work;
- help people meet the challenges of an ageing society and maintain standards of living in retirement;
- provide opportunity, choice and independence to enable disabled people to take an equal role in society.

A) Vision

To deliver this vision we will introduce a Universal Credit, which will make work pay and help to break the cycle of welfare dependency; put in place a single Work Programme to support people into sustainable work; and reform the private and state pension system to ensure dignity in later life and make increased pension saving a reality. We will phase out the default retirement age to support improved opportunities for older workers. And we will introduce Work Choice and a Right to Control to improve the opportunities of disabled people in terms of both employment and choice.

Above all, our reforms will promote fairness. They will deliver a welfare system fit for the 21st century and support the Coalition Government's vision for a better Britain.

Iain Duncan Smith, Secretary of State for Work and Pensions

B) Coalition Priorities

Structural Reform Priorities

1. Reform the welfare system

- Introduce the Universal Credit and other reforms to simplify the welfare system and to ensure that the system always incentivises work and that work always pays. The overall reform package will help to make the welfare system affordable in the longer term

2. Get Britain working

- Introduce the Work Programme, an integrated package of personalised support to get people into work – from jobseekers who have been out of work for some time, to those who may have been receiving incapacity benefits for many years

3. Help tackle the causes of poverty

- Develop a welfare system that recognises work as the primary route out of poverty and reduces the number of children in workless households. Introduce a new child poverty strategy focused on eradicating child poverty by 2020

4. Pensions reform

- Provide decent State Pensions, encourage employers to provide high quality pensions and make automatic enrolment and higher pension saving a reality. Phase out the default retirement age to allow more flexibility around retirement

B) Coalition Priorities

Structural Reform Priorities (continued)

5. Achieve disability equality

- Improve equality by promoting work for disabled people, developing new ways to deliver Access to Work and introducing Work Choice to provide employment support for disabled people facing the greatest barriers. Support more independent living for those who face the greatest barriers and cannot work

6. Improve our service to the public

- Continue to deliver an excellent service to the public, improving its speed, ease and efficiency

B) Coalition Priorities

Other major responsibilities

1. **Deliver the Government's labour market and benefits regime. Every working day the Department:**
 - takes some 15,000 job vacancies and processes over 830,000 job searches via the internet
 - conducts over 65,000 adviser interviews to help people prepare for work
 - helps over 6,000 people move into work
 - processes over 2,700 applications for State Pension and over 1,100 claims to Pension Credit
 - makes around 2.8 million benefit payments and processes over 20,000 new benefit claims
 - visits over 2,500 customers
 - oversees around 3,300 new or renewal claims for Disability Living Allowance

2. **Improve our service to the public and our efficiency by:**
 - creating a single virtual contact centre network and dealing with 80% of telephone enquiries at the first point of contact
 - reducing the cost of our corporate functions through centralising human resources and finance, optimising the use of our estate and ensuring that IT investment delivers maximum value for money
 - further developing the Department's shared services function as a cross-government provider of back office services
 - reducing avoidable contact by keeping our customers better informed
 - using the internet for much more of our benefit assessment and processing services
 - embedding Lean techniques to eliminate unnecessary activity when delivering our services and in developing and implementing policy

B) Coalition Priorities

The Department will no longer...

...continue with a benefits system which maintains the cycle of welfare dependency, which has left too many families and communities behind

...hold on to power ineffectively at a national level. We will give responsibility for the administration of Council Tax Benefit to local communities and we are actively considering doing likewise for certain elements of the Social Fund

...sponsor programmes that are failing to perform. This money will be redirected to programmes that have a better record of improving the efficiency of the benefits system

C) Structural Reform Plan

The Coalition is committed to a programme of reform that will turn government on its head. We want to bring about a power shift, taking power away from Whitehall and putting it into the hands of people and communities, and a horizon shift, making the decisions that will equip Britain for long term success. For too long citizens have been treated as passive recipients of centralised, standardised services. This Government is putting citizens back in charge, and Structural Reform Plans are part of this shift of power from government to people.

This section sets out how, and when, the Department will achieve the reforms that are needed to make this happen. Structural Reform Plans are key tools for holding departments to account for the implementation of Programme for Government commitments, replacing the old top-down systems of targets and central micromanagement.

Each month, the Department publishes a simple report on its progress in meeting these commitments. These reports are available on our departmental website and on the Number 10 website.

All legislative timings and subsequent actions are subject to Parliamentary timetable and approval.

1. Reform the welfare system

(p.1 of 5)

Introduce the Universal Credit and other reforms to simplify the welfare system and to ensure that the system always incentivises work and that work always pays. The overall reform package will help to make the welfare system affordable in the longer term

ACTIONS	Start	End
1.1 Introduce the Universal Credit		
i. Develop a consultation document setting out proposals for the Universal Credit	Completed	-
ii. Consult on the introduction of the Universal Credit	Completed	-
iii. Analyse consultation responses and prepare the Government's response	Completed	-
iv. Publish a White Paper on plans to introduce the Universal Credit	Completed	-
v. Develop further detail on the benefits and costs of implementing the Universal Credit	Completed	-
vi. Refine and update detail on the benefits and costs of implementing the Universal Credit to take into account ongoing developments	May 2011	Oct 2011
vii. Develop a detailed plan and evaluation to identify implementation risks in detail	Started	Jan 2012
viii. Develop a cost-effective delivery model for Universal Credit	Started	Oct 2013
ix. Work jointly with HM Revenue & Customs to develop a Real Time Information capability	Started	Mar 2013
x. Deliver the parts of the front end solution, covering only a limited number of customer journeys	Started	Aug 2011
xi. Develop and agree the transition and migration plans for Universal Credit for October 2013 onwards	Started	Oct 2011
xii. Prepare to launch pathfinders and make any final changes to the implementation plan	Jan 2013	May 2013
xiii. Launch pathfinder in advance of national rollout		
xiv. Begin national implementation of the Universal Credit	Mar 2013 Oct 2013	Oct 2013 Oct 2013

1. Reform the welfare system

(p.2 of 5)

Introduce the Universal Credit and other reforms to simplify the welfare system and to ensure that the system always incentivises work and that work always pays. The overall reform package will help to make the welfare system affordable in the longer term

ACTIONS	Start	End
1.2 Take the powers necessary to implement the Universal Credit, along with the other changes announced in the June 2010 Budget and Spending Review		
i. Draft legislation to take the powers necessary to implement the Universal Credit	Completed	-
ii. Introduce the Welfare Reform Bill to implement the Universal Credit	Completed	-
1.3 Reassess Incapacity Benefit recipients for their readiness to work and their migration to the Employment and Support Allowance (ESA) or other benefits appropriate to their circumstances including introducing the revised Work Capability Assessment		
i. Trials in Burnley and Aberdeen to migrate Incapacity Benefit recipients to ESA	Completed	-
ii. Phased national rollout of migration of Incapacity Benefit recipients to ESA	Started	May 2014
iii. Implement the recommendations of the independent review of the Work Capability Assessment	Started	Sep 2011
1.4 Introduce housing benefit reforms		
i. Draft regulations for housing benefit reforms including extending the shared accommodation rates, working with local authorities, HM Treasury and the Department for Communities and Local Government	Completed	-
ii. Prepare local authorities for implementation of housing benefit policy changes	Completed	-
iii. Introduce the Welfare Reform Bill to implement housing benefit reform	Completed	-
1.5 Introduce a fairer approach to calculating Support for Mortgage Interest		
i. Review the approach to providing Support for Mortgage Interest to ensure consistency with the Universal Credit	Completed	-
1.6 Introduce household cap so that no workless family can receive more in welfare than median after tax earnings for working households		
i. Develop delivery options	Completed	-
ii. Develop implementation plan	Started	Dec 2011

2. Get Britain working

(p.2 of 6)

Introduce the Work Programme, an integrated package of personalised support to get people into work – from jobseekers who have been out of work for some time, to those who may have been receiving incapacity benefits for many years

ACTIONS	Start	End
2.2 Promote self-employment to unemployed people and, through the New Enterprise Allowance, give up to 40,000 unemployed people access to the advice and support they need to start their own business by 2013 (continued)		
ii. Develop and publish a plan to raise awareness of self-employment opportunities, including links with franchising for all jobseekers	Completed	-
iii. Develop a plan to raise awareness of self-employment for all jobseekers, including supporting the growth of a national network of locally-led, community-based Enterprise Clubs to support unemployed people looking to move into self-employment, giving them the opportunity to access face-to-face support from the start of their claim	Completed	-
iv. Design a programme of support to give customers access to a business mentor, for guidance and support as they prepare to move into self-employment and in the early stages of trading as part of the New Enterprise Allowance	Completed	-
v. Design and establish a financial support package for would-be entrepreneurs, once they have demonstrated the viability of their business proposition. The financial support package will include a weekly allowance and small affordable loan scheme, to access as part of the New Enterprise Allowance	Completed	-
vi. Ensure delivery partners, for mentoring and for financial support, are in place to support roll out of New Enterprise Allowance	Started	Aug 2011
vii. Launch a phased national rollout of self-employment support through the New Enterprise Allowance	Started	Aug 2011

2. Get Britain working

(p.4 of 6)

Introduce the Work Programme, an integrated package of personalised support to get people into work – from jobseekers who have been out of work for some time, to those who may have been receiving incapacity benefits for many years

ACTIONS	Start	End
2.4 Offer work experience placements to young unemployed people, including those from disadvantaged groups who lack experience or basic skills or face other barriers to work		
i. Develop a set of proposals for work experience placements for young jobseekers, lasting up to 8 weeks, working with voluntary organisations and businesses	Completed	-
ii. Put in place a network of employers and voluntary organisations willing to provide work experience placements to young unemployed people	Completed	-
2.5 Help connect unemployed people with volunteering opportunities in their area through a new volunteering initiative called Work Together		
i. Prepare local Jobcentre Plus offices to encourage all unemployed people to consider volunteering as a way of improving their employment prospects while they are looking for work	Completed	-
ii. Make changes to the Directgov website to provide jobseekers with greater access to thousands of volunteering opportunities, working with the Cabinet Office	Completed	-
iii. Expand the number of volunteering opportunities for unemployed people provided through the Directgov website, working with voluntary organisations nationwide	Completed	-
iv. First quarterly data released on the number of volunteering opportunities available for unemployed people via Directgov	Apr 2011	Apr 2011 (Overdue)
v. Preliminary evaluation of Work Together completed	Sep 2011	Sep 2011
vi. Review delivery of Work Together and associated communications following completion of the preliminary evaluation	Sep 2011	Nov 2011

5. Achieve disability equality

(p.1 of 3)

Improve equality by promoting work for disabled people, developing new ways to deliver Access to Work and introducing Work Choice to provide employment support for disabled people facing the greatest barriers. Support more independent living for those who face the greatest barriers and cannot work

ACTIONS	Start	End
5.1 Improve the work opportunities of disabled people with the greatest barriers to employment through Work Choice training and support		
i. Agree contracts for Work Choice programme	Completed	-
ii. Launch the Work Choice programme	Completed	-
5.2 Reform Access to Work, so disabled people can apply for jobs with funding already secured for any adaptations and equipment they will need		
i. Design changes to reform Access to Work	Completed	-
ii. Determine implementation plan, working with existing providers	Completed	-
iii. Introduce Access to Work Reforms	Completed	-
5.3 Introduce the 'Right to Control' in seven areas, giving disabled people the right to have more choice and control, to have specific services arranged on their behalf, where practical, or to commission services and purchase equipment directly by taking a cash payment or to have a mixture of these options		
i. Draft regulations for the Right to Control and lay them before Parliament	Completed	-
ii. Run Right to Control pilots	Started	Dec 2012
iii. Publish first biannual data on the number of people receiving the Right to Control	Oct 2011	Oct 2011
iv. Evaluate the Right to Control pilots and prepare interim report	Started	Sep 2011
v. Evaluate the Right to Control and prepare final report	Jan 2013	Sep 2013
5.4 Ensure carers receive the right employment support, working with the Department for Business, Innovation and Skills to extend flexible working opportunities and support into work those who wish to seek paid employment	Completed	-

5. Achieve disability equality

(p.2 of 3)

Improve equality by promoting work for disabled people, developing new ways to deliver Access to Work and introducing Work Choice to provide employment support for disabled people facing the greatest barriers. Support more independent living for those who face the greatest barriers and cannot work

ACTIONS	Start	End
5.5 Support the Department for Culture, Media and Sport to deliver highly accessible Olympic and Paralympic Games that leave a lasting legacy for disabled people		
i. Review affordable legacy options for disabled people through 2012 Games organisers, sponsors, government and third sector partners	Completed	-
ii. Establish a small action group of disabled people and organisations to review opportunities identified and provide feedback	Completed	-
5.6 Reform Disability Living Allowance (DLA), ensuring fair access to benefits		
i. Develop proposals to reform DLA, including objective assessments in line with the June 2010 Budget	Completed	-
ii. Consult on DLA reform proposals	Completed	-
iii. Introduce the Welfare Reform Bill to reform DLA	Completed	-
iv. Draft secondary legislation to reform DLA and lay it before Parliament	Jan 2012	Apr 2013
v. Introduce Personal Independence Payments for new claims	Apr 2013	Apr 2013
5.7 Reform the Independent Living Fund (ILF) to provide those disabled people who face the greatest barriers with sustainable funding for independent living		
i. Consult on the ILF, working with the Department of Health, the Department for Communities and Local Government and devolved administrations	Completed	-
ii. Consult on the future of the ILF for the period up to April 2015	Jun 2011	Apr 2015

6. Improve our service to the public
(p.2 of 3)

Continue to deliver an excellent service to the public, improving its speed, ease and efficiency

ACTIONS	Start	End
6.6 Implement and build on Lord Young’s report ‘Common Sense, Common Safety’ to reform Britain’s health and safety regime		
i. Develop and publish proposals to change the culture of health and safety	Completed	-
ii. Eradicate unnecessary health and safety bureaucracy:		
a. Introduce a simplified risk assessment form for low hazard workplaces	Completed	-
b. Launch periodic checklists for use by low risk voluntary organisations	Completed	-
c. Produce clear guidance for small and medium sized businesses engaged in lower risk activities	Started	Jun 2011
d. Review and re-launch existing guidance for home workers in low hazard environments	Started	Aug 2011
iii. Establish a web based directory of accredited health and safety consultants based on a minimum professional standard	Completed	-
iv. Streamline and simplify health and safety legislation by:		
a. Consulting on changes to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	Completed	-
b. Conducting an independent review of health and safety regulations	Started	Nov 2011
c. Consulting on a draft voluntary code of practice to replace the current Adventure Activities Licensing Authority regime	Jun 2011	Sep 2011
d. Consulting on the approach to sharing more of HSE’s costs with the businesses that create risks by operating outside health and safety law	Jul 2011	Oct 2011

D) Departmental expenditure

This section sets out how the Department is spending taxpayers' money as clearly and transparently as possible.

We have included a table to show the Department's planned expenditure over the Spending Review period, as agreed with the Treasury. It is split into money spent on administration (including the cost of running departments themselves), programmes (including the frontline), and capital (for instance new buildings and equipment).

This section also includes a bubble chart setting out further detail how DWP's settlement will be allocated for the 2011/12 financial year, across its key programmes and activities.

Table of spending for 2011/12 to 2014/15

This section sets out the Department’s planned expenditure over the Spending Review period, as agreed with the Treasury.

£bn ^{1 2 3}	Baseline 2010/11	2011/12	2012/13	2013/14	2014/15
Total departmental expenditure allocation	7.0	7.8	7.7	7.8	7.8
<i>Administration spending⁴</i>	1.5	1.5	1.3	1.2	1.1
<i>Programme spending⁴</i>	5.2	6.1	6.1	6.3	6.5
<i>Capital spending</i>	0.2	0.2	0.3	0.4	0.2

Administration spending: the costs of all central government administration other than the costs of direct frontline service provision.

Programme spending: spending on activities, goods and services, such as pay and benefits (excluding admin spending as defined above).

Capital spending: spending on assets with a lasting value, such as buildings and equipment.

1. Detailed breakdown of these budgets will be published by April 2011

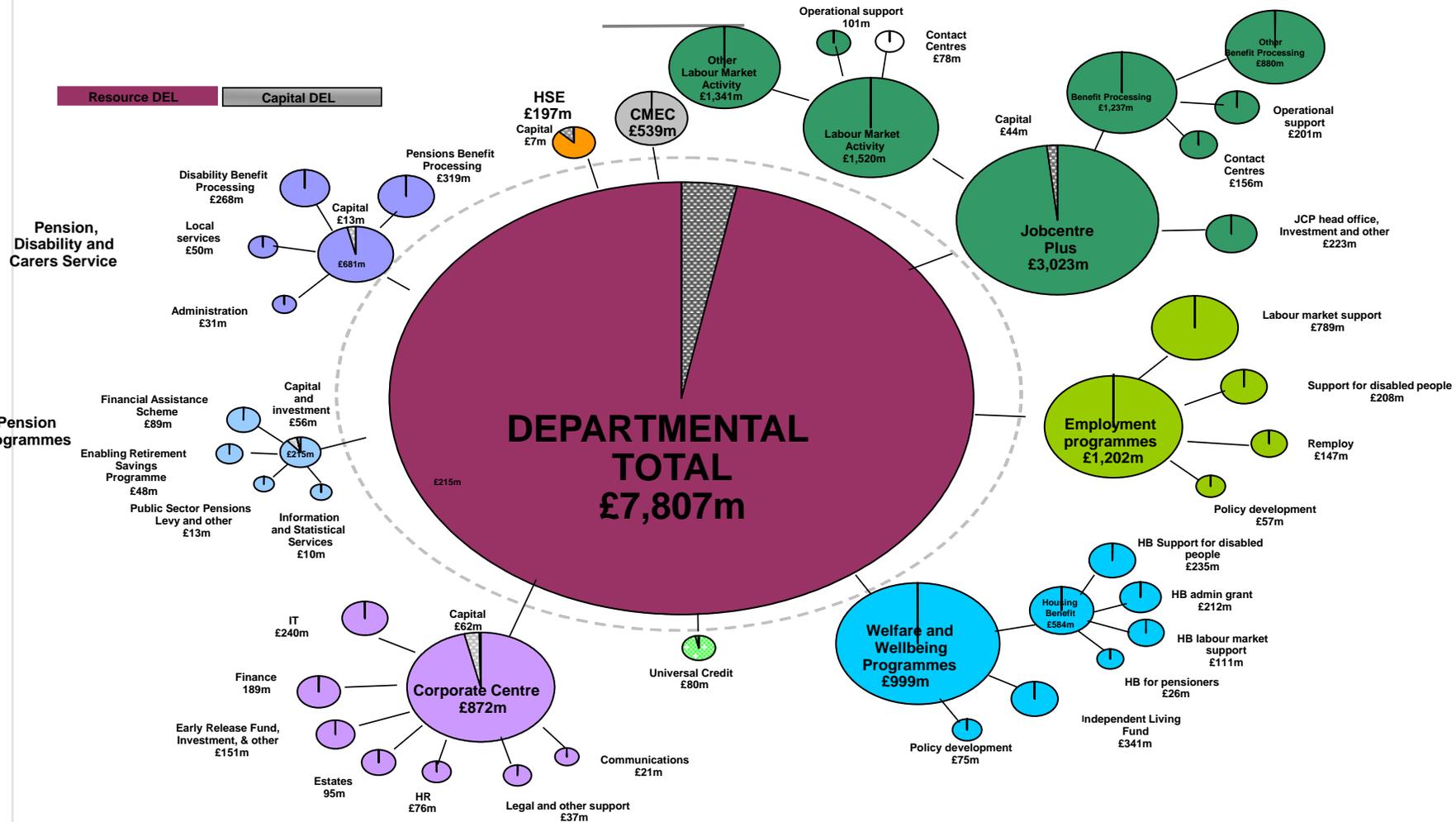
2. Excludes departmental Annually Managed Expenditure

3. Numbers may not sum due to rounding

4. Excludes depreciation

Planned Departmental Expenditure 2011/12

This bubble chart sets out further detail on how our settlement will be allocated for the 2011/12 financial year, across our key programmes and activities.



Common areas of spend

This data aims to let the public compare DWP operations against other public and private sector organisations, by setting out the cost of common operational areas against common data standards. Here, departments are setting out historical data from 2009/10 to form a baseline for future updates.

In 2009/10, the DWP ¹ ...
...employed 120,913 full-time equivalent (FTE) people; engaged 438 temporary staff and had an average staff cost of £29,054
...had a total estate of 1,855,383sqm with a cost of £666,684,088 equating to a cost per FTE of £5,517.14
...procured goods and services with a cost of £4,329m with third party suppliers, and were able to provide detailed categorisation for 92% of this
...had major projects with a value of £6,391m of which the largest were Enabling Retirement Savings Programme and Method of Payment Reform
...spent £790m with third party suppliers on ICT and had an average cost of desktop per FTE of £575
...managed expenditure of £146,514m to which Pension Retirement and Housing Benefit and Council Tax Benefit Subsidies were the major contributors; and spent £3,518m on staff pay
...spent £429m on the HR, Finance, Procurement, Legal and Communications aspects of Corporate Services
...identified £1bn of Fraud and £2.2bn of error
...spent £509m with Small and Medium Enterprises and £305m with Voluntary and Charitable Sector, with grants to these organisations totaling £82m

During the baseline year, there were few common data standards across government. So, historical data is not always prepared on a consistent basis. Departments have set out **caveats and exceptions** that explain how their data fits with the common standard, and are critical to understanding this data. We are working to improve substantially the quality of data and particularly consistency across departments.

More detailed data, the caveats, definitions and supplementary information is available in Annex A. In future, we will publish updates to this information as part of our regular reporting of business plan data.

Note 1: This data covers the Department for Work and Pensions, including Jobcentre Plus, Pensions, Disability and Carers Service, Corporate, Health and Safety Executive and Child Maintenance and Enforcement Commission (unless otherwise stated). The following organisations are excluded from this section: **executive agencies** (PADA, Remploy, The Pensions Advisory Service, The Pensions Regulator, and Working Ventures UK) and **advisory and tribunal NDPBs** (Disability Employment Advisory Committee, Disability Living Allowance Advisory Committee, Equality 2025, Industrial Injuries Advisory Council, Social Security Advisory Committee, Pension Protection Fund Committee and Pensions Ombudsman)

E) Transparency

Transparency is key to improved outcomes and productivity in our public services. Public reporting of data promotes higher quality and more efficient services, choice and accountability. Transparency is a driver of economic growth because it enables the development of tools to support users, commissioners and providers of public services.

This section sets out how departments will publish information that will allow taxpayers to assess the efficiency and productivity of public services, holding them more effectively to account. The commitments in this section will be kept under continuous review – it is essential that public services are consistently proactive in publishing information to help citizens make the best decisions and routinely appraise their success in delivering meaningful transparency to their users.

This Business Plan makes commitments to the publication of key data sets that will improve the transparency of the public service – at the same time, it commits to providing data that is of good quality so that it can be used for effective comparison and to publishing this information in such a way so that it is as accessible as possible. In addition, departments are expected to work with data users to promote awareness of new data sets as they are published so that they become the focus of innovation and enterprise.

In most cases, the data will be available free of charge.

Information Strategy (p.1 of 4)

Information is at the heart of everything we do in the Department for Work and Pensions. Across the Department, we use information daily to:

- help shape our strategic direction and inform policy development;
- tackle poverty, help achieve disability equality and to promote health and safety at work;
- help move people into work, inform decisions we make about customers' pension and benefit claims and to support fraud investigations and prosecutions; and
- tell us how well we are doing.

We will build on an already strong record of openness to be more transparent in everything we do, with transparency a key operating principle for the Department. We will ensure our customers and the general public see more of the information we use to define our service delivery, the impact that our programmes and activities are having and how efficient and effective we are being, with published data available through data.gov.uk, the single online portal for central and local government data. This will help our ongoing work to improve our efficiency and effectiveness while providing active support to Government aspirations for democratic accountability, transparency of publication, contestability and choice.

Information Strategy (p.2 of 4)

The Department already makes a significant amount of information about our service delivery available publicly. We release:

- regular statistics on poverty, income equality and on fraud and error in the benefits system;
- an extensive range of detailed statistics about people who receive financial support through benefits and state pensions, and those who are helped to find work through its employment and training programmes. Much of this information is available for local authorities and parliamentary constituencies and, in some cases, lower geographical levels;
- a range of indicators on the performance of our delivery businesses, including claims processing, customer and employer satisfaction and labour market services;
- information through our Departmental website including benefit expenditure data; policy publications explaining how we take forward Government plans; corporate publications about how we are functioning as a department; and consultation exercises to obtain public views and feedback on legislative and other issues; and
- a significant body of research, which, together with our statistical output, is a key element in providing the evidence needed to inform departmental strategy, policymaking and delivery.

Information Strategy (p.3 of 4)

Increasing transparency

Our work to further enhance openness and transparency across the Department is being championed by Gill Aitken, Director General of Legal Services: gill.aitken@dpw.gsi.gov.uk.

We have responded positively to deliver Government commitments for greater transparency, with approaching 150 datasets published through the single online portal www.data.gov.uk including our key statistical information as well as:

- names, grades and salaries of senior civil servants at pay Bands 2–4, together with a DWP organogram;
- data covering historic spend from Combined Online Information System;
- items of expenditure over £25,000;
- product and service tendering documentation; and
- DWP contracts over £10,000

Information Strategy (p.4 of 4)

We are looking critically at how we can improve the amount and value of available information, including publishing it in line with Public Data Principles. All datasets will be published available for re-use and, where reasonably practicable in a re-useable format. We are committed to releasing as much data as possible, but we recognise that gaps exist. Pending the introduction of the proposed Right to Data legislation in the Freedom Bill, we will respond positively to requests by the public for the release of additional datasets. These can be made in several ways, including via:

- the OPSI Public Sector Information unlocking service (<http://unlockingservice.data.gov.uk>), and
- the www.data.gov.uk and DWP websites

We are also:

- actively promoting our approach to transparency through the DWP website and our internal intranet pages, encouraging developers and data businesses to engage with us on data that interests them;
- highlighting the publication of new data in our departmental business plan;
- working across business areas with Arm's Length Bodies for which we are responsible, to ensure transparency is recognised as a key operating principle and information routinely published, for example by making transparency a condition of finance;
- working across DWP to provide non-personal data about our core projects including their status; and
- examining our management information to see what can be made more available publicly.

Input indicators

The indicators set out in this section are just a subset of the data gathered by the Department which will be made transparently available as outlined in the Information Strategy.

The Department will adopt the following input indicators:

Input indicator	When will publication start?	How often will it be published?	How will this be broken down?
Unit cost of Jobcentre Plus labour market support per customer	May 2011	Annually	By benefit type
Processing cost per new claim for Jobseeker's Allowance	May 2011	Annually	Nationally
Cost of maintaining each existing claim for Jobseeker's Allowance	May 2011	Annually	Nationally
Cost of processing each new claim for Employment and Support Allowance	May 2011	Annually	Nationally
Cost of processing each new claim for Income Support	May 2011	Annually	Nationally
Cost of maintaining each existing claim for Income Support	May 2011	Annually	Nationally
Cost of maintaining each existing claim for Basic State Pension	May 2011	Annually	Nationally
Cost of maintaining each existing claim for Pension Credit	May 2011	Annually	Nationally
Cost of processing each new claim for Disability Living Allowance	May 2011	Annually	Nationally
Overall Department for Work and Pensions productivity measure	May 2011	Annually	Nationally

Impact Indicators

Our impact indicators are designed to help the public to judge whether our policies and reforms are having the effect they want. Further detail on these indicators can be found in our full list of datasets. The Department will adopt the following indicators:

Impact indicator	When will publication start?	How often will it be published?	How will this be broken down?
Rate of people moving from out of work benefits into employment	July 2011	Quarterly	By Jobcentre Plus district and by benefit
Number of people on out of work benefits	Already published	Quarterly	By customer group, including some disadvantaged groups
Proportion of children living in workless households	Already published	Half-yearly	Nationally
Proportion of young people not in employment or full-time education	Already published	Monthly	Nationally
Social mobility in adulthood: we are committed to developing new measures of progress in improving social mobility looking at access to the professions, progression in the labour market and the availability of 'second chances' to succeed in the labour market.	To be confirmed	To be confirmed	To be confirmed
Rate of disability poverty	Already published	Annually	Nationally
Gap between the employment rates for disabled people and the overall population	Already published	Quarterly	Nationally
Total cost to the taxpayer of fraud and error for benefit claims	Already published	Half-yearly	Nationally

Impact Indicators

Our impact indicators are designed to help the public to judge whether our policies and reforms are having the effect they want. Further detail on these indicators can be found in our full list of datasets. The Department will adopt the following indicators:

Impact indicator	When will publication start?	How often will it be published?	How will this be broken down?
Rate of pensioner poverty	Already published	Annually	By region
Number of employees in a pension scheme sponsored by their employer	Already published	Annually	Nationally
Average age people stop working	May 2011	Quarterly	Nationally
Public opinion of DWP service levels	August 2011	Annually	Nationally

Other data (p.1 of 2)

We have highlighted key data, which will be particularly useful to help people to judge the progress of structural reforms, and help people to make informed choices, under three headings:

Data which will help people to judge the progress of structural reforms:

Proportion of customers who have been on the Work Programme and achieved a job outcome payment, how much those outcomes have cost the Government on average, and how much benefit savings the programme has generated

Number of volunteering opportunities on Directgov available for unemployed people, by region

Number of IB recipients reassessed and those moving from IB to ESA nationally

Number of disabled people taking up Right to Control, by location

Proportion of JSA and state pension applications completed online

The Department will also publish the key performance measures of its executive agencies and other operational measures

Data which will help people make informed choices:

Incomes and circumstances of UK private households, by gender, age, marital status, ethnicity, disability, region and housing tenure

Poverty rates, the income distribution, by customer group, by gender, age, marital status, ethnicity, disability and qualifications, regions and housing tenure, and income inequality

Labour market data on employment, unemployment (including long term unemployment), inactivity and workless households broken down by relevant characteristics

Indicators of progress towards disability equality

Other data (p.2 of 2)

Other key data:

We publish a full range of datasets and our full departmental organogram on our website

<http://www.dwp.gov.uk/about-dwp/what-we-do/transparency/>

DWP research <http://research.dwp.gov.uk/asd/asd5/>

DWP statistics page <http://research.dwp.gov.uk/asd/>

The DWP Tabulation Tool allows users to create their own detailed tables using the National Database that underpins DWP administrative caseload and client statistics <http://research.dwp.gov.uk/asd/index.php?page=tabtool>

National Statistics www.statistics.gov.uk/hub/labour-market/index.html

National statistics geographic breakdowns www.nomisweb.co.uk/default.asp www.neighbourhood.statistics.gov.uk

Publications and research are available publicly via: www.dwp.gov.uk/publications

Health and Safety statistics <http://www.hse.gov.uk/statistics/index.htm>