

Information strategy and performance indicators

Consultation on transparency of information published by DWP
November 2010

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Introduction

This consultation seeks views to inform the Department's set of performance indicators as well as its wider information strategy. The proposed indicators and information strategy were published for further consultation in the Transparency Section of the [DWP Business Plan](#). The Transparency Section of the plan is also annexed to this document at page 8.

About this consultation

Who this consultation is aimed at

This consultation is aimed at all who are interested and have views on useful ways and format in which data should be available. In particular, we would like to hear from those:

- representing welfare rights groups particularly the rights of children, pensioners and disabled people to help ensure that the proposed indicators and measures provide a clear high-level picture of performance; and
- who use DWP services and have views on the extent to which the data we publish meets their needs and helps them make judgements about performance.

Scope of consultation

This consultation applies to England, Wales and Scotland.

Duration of the consultation

The consultation period begins on 24 November 2010 and runs until 31 January 2011.

The Government Code of Practice on Consultation recommends a minimum 12 week consultation period public consultations, unless there are good reasons for a limited consultation period. In this case, the exercise is an informal call for evidence with no legal obligation to consult.

How to respond to this consultation

Please send your consultation responses to:

Planning and Performance Management

5th Floor Caxton House

6 –12 Tothill Street

London SW1H 9NA

Fax 0207 449 5787

Email consultation.transparency@dwp.gsi.gov.uk

Please ensure your response reaches us by 31 January 2011.

When responding, please state whether you are doing so as an individual or representing the views of an organisation. If you are responding on behalf of an organisation, please make it clear who the organisation represents, and where applicable, how the views of members were assembled. We will acknowledge your response.

We have sent this consultation document to a large number of people and organisations who have already been involved in this work or who have expressed an interest. Please do share this document with, or tell us about, anyone you think will want to be involved in this consultation.

We will publish our information strategy and agreed performance indicators in the revised Business Plan by April 2011. A summary of responses and action taken will also be included on the consultations section of our website

www.dwp.gov.uk/consultations.

How we consult

Freedom of information

The information you send us may need to be passed to colleagues within the Department for Work and Pensions, published in a summary of responses received and referred to in the published consultation report.

All information contained in your response, including personal information, may be subject to publication or disclosure if requested under the Freedom of Information Act 2000. By providing personal information for the purposes of the public consultation exercise, it is understood that you consent to its disclosure and publication. If this is not the case, you should limit any personal information provided, or remove it completely. If you want the information in your response to the consultation to be kept confidential, you should explain why as part of your response, although we cannot guarantee to do this.

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To find out more about the general principles of Freedom of Information and how it is applied within DWP, please contact:

Central Freedom of Information Team
The Adelphi
1-11, John Adam Street
London WC2N 6HT

Freedom-of-information-request@dwp.gsi.gov.uk

The Central FoI team cannot advise on specific consultation exercises, only on Freedom of Information issues. More information about the Freedom of Information Act can be found at www.dwp.gov.uk/freedom-of-information

The consultation criteria

The consultation is being conducted in line with the Government Code of Practice on Consultation – [Government Code of Practice on Consultation](#) (BIS). The seven consultation criteria are:

- **When to Consult.** Formal consultation should take place at a stage when there is scope to influence the outcome.
- **Duration of consultation exercises.** Consultations should normally last for at least 12 weeks, with consideration given to longer timescales where feasible and sensible.
- **Clarity of scope and impact.** Consultation documents should be clear about the consultation process, what is being proposed, the scope to influence, and the expected costs and benefits of the proposals.
- **Accessibility of consultation exercises.** Consultation exercises should be designed to be accessible to, and clearly targeted at, those people the exercise is designed to reach.
- **The burden of consultation.** Keeping the burden of consultation to a minimum is essential if consultations are to be effective and if consultees' buy-in to the process is to be obtained.
- **Responsiveness of consultation exercises.** Consultation responses should be analysed carefully and clear feedback should be provided to participants following the consultation.
- **Capacity to consult.** Officials running consultation exercises should seek guidance in how to run an effective consultation exercise, and share what they have learned from the experience.

Feedback on the consultation process

We value your feedback on how well we consult. If you have any comments on the process of this consultation (as opposed to the issues raised) please contact our Consultation Coordinator:

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Roger Pugh
DWP Consultation Coordinator
1st floor, Crown House
2, Ferensway
Hull HU2 8NF

Phone 01482 584681

roger.pugh@dwp.gsi.gov.uk

In particular, please tell us if you feel that the consultation does not satisfy the consultation criteria. Please also make any suggestions as to how the process of consultation could be improved further.

If you have any requirements that we need to meet to enable you to comment, please let us know.

The consultation

This consultation seeks views to inform the Department's set of performance indicators as well as its wider information strategy. The proposed indicators and information strategy were published for further consultation in the Transparency Section of the [DWP Business Plan](#).

Business Plans will enable the public to hold Government to account. They set out the Government's reform agenda, spending data, performance indicators and other information to help the public track the Government's performance and achievements.

DWP's plan contains specific actions to achieve key reform priorities, specifically: to reform the welfare system; get Britain working; help tackle the causes of poverty; pensions reform; and to achieve disability equality. The plan also sets out actions to improve the Department's service to the public.

The focus of this exercise is specifically on the transparency section of the plan which is included at page 8 below. Whilst we will consider any suggestions, please note that there are limitations on the data we can collect.

Specific issues to comment on

We would welcome views and comment on the transparency section in general and on the following points in particular:

1. Are the spending and performance measures we have used clear and helpful? If not, do you have any suggestions for better measures?
2. If the data we have said we will publish is not sufficient to help you judge the Department's performance, is there any additional or different data you would like to see?

<http://www.opsi.gov.uk/unlockingservice/OPSIpage.aspx?page=UnlockIndex>;

3. What more could we do to make data available in a useful and transparent format?

Transparency Section of the DWP Business Plan

Greater transparency across government is at the heart of our commitment to enable the public to hold politicians and public bodies to account, to reduce the deficit and deliver better value for money in public spending.

This section will set out the information that will enable users of public services to choose between providers, and taxpayers to assess the efficiency and productivity of

public services, holding them more effectively to account. By publishing a wide range of indicators, we will enable the public to make up their own minds about how departments are performing. We will use transparency to facilitate the choice and democratic accountability which will replace top-down targets and micromanagement.

All the data in this section will be made available free of charge, and we will regularly review whether our published data meets the needs of the public.

This section is published in draft until April 2011 to allow for further consultation.

Information strategy

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, inform policy development, deliver our services and tell us how well we are doing. We use it to help people move into work, to tackle poverty, to get Britain saving, to help achieve disability equality and to promote health and safety at work. We also use it to inform the decisions we reach about customers' pension and benefit claims and to support fraud investigations and prosecutions.

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. This will help our ongoing work to improve our efficiency and effectiveness. We will actively support Government aspirations for democratic accountability, transparency of publication, contestability and choice.

The Department already makes a significant amount of information about our service delivery available publicly. We release 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. We publish regular statistics on poverty, income equality and on fraud and error in the benefits' system. Much of this information is available for local authorities and parliamentary constituencies and, in some cases, lower geographical levels.

We also publish a range of indicators on the performance of our delivery businesses, including claims processing, customer and employer satisfaction and labour market services.

We make a range of other information available through our Departmental website. This includes 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. We also publish 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.

Increasing transparency

Across DWP we have recently published 130 datasets through data.gov.uk, as well as the names, grades and salaries of senior civil servants at Pay Bands 2-4, together with a DWP Organogram, and published data covering historic spend from the Combined Online Information System. We are planning to publish figures on items of expenditure over £25,000 from November 2010, as well as product and service tendering documentation and all DWP contracts over £10,000 from January 2011.

All work to further enhance openness and transparency across the Department is being championed by Gill Aitken, Director General of Legal Services:

gill.aitken@dwp.gsi.gov.uk.

We are looking critically at how we can improve the value of available information. Whilst we and our arms length bodies and delivery chain are committed to releasing as much data as possible, we recognise that gaps may exist. Pending the introduction of the proposed Right to Data legislation in the Freedom Bill, requests by the public for the release of additional datasets can be made in several ways, via data.gov.uk, the OPSI Public Sector Information unlocking service and the DWP website.

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?
Total spend on the Work Programme ¹	September 2012	Annually	By provider
Unit cost of Jobcentre Plus labour market support per customer	April 2011	Annually	By benefit type
Processing cost per new claim for Jobseeker's Allowance	As above	Annually	Nationally
Labour Market productivity measure	Already published	Annually	Nationally
Cost of maintaining each existing claim for Jobseeker's Allowance	As above	Annually	Nationally
Cost of processing each new claim for Employment and Support Allowance	As above	Annually	Nationally
Cost of processing each new claim for Income Support	As above	Annually	Nationally
Cost of maintaining each existing claim for Income Support	As above	Annually	Nationally
Cost of maintaining each existing claim for Basic State Pension	As above	Annually	Nationally
Cost of maintaining each existing claim for Pension Credit	As above	Annually	Nationally
Cost of processing each new claim for Disability Living Allowance	As above	Annually	Nationally
Overall Department for Work and Pensions productivity measure	As above	Annually	Nationally

¹ The Department will be in a position to publish a unit cost per sustained job on the Work Programme once the programme has stabilised after around 24 months

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?
Work Programme: number of sustained job entries through the Work Programme ²	September 2012	Quarterly	By provider
Average age people stop working	April 2011	Quarterly	Nationally
Rate of people moving from out of work benefits into employment	As above	Quarterly	By Jobcentre Plus district and by benefit
Number of people on out of work benefits	Already published	Quarterly	By benefit, customer group, including disadvantaged groups, and by local authority
Number of people passing through the Work Capability Assessment	As above	Quarterly	By result of assessment
Total cost to the taxpayer of fraud and error for benefit claims	As above	Half-yearly	Nationally
Proportion of children living in workless households	As above	Half yearly	Nationally
Rate of pensioner poverty	As above	Annually	By region
Number of employees in a pension scheme sponsored by their employer	As above	Annually	Nationally
Rate of disability poverty	As above	Annually	Nationally
Gap between the employment rates for disabled people and the overall population	As above	Quarterly	Nationally
Public opinion of DWP service levels	As above	Annually	Nationally

² Once the Work Programme has stabilised, after around 24 months, the Department will be in a position to measure and publish the additional benefit savings generated by the Work Programme

Other data

We will publish a full range of datasets and our full departmental organogram on our website www.dwp.gov.uk/docs/dwp-org-charts.pdf

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:

1. Data that will help people to judge the progress of structural reforms:

- Number of people starting on the Work Programme, by provider
- Number of volunteering opportunities on Directgov available for unemployed people, by region
- Number of IB recipients reassessed, nationally
- Number of disabled people taking up Right to Control, by pilot
- Proportion of JSA and state pension applications completed online

2. Data which will help people make informed choices:

- Incomes and circumstances of UK private households
- Poverty rates, the income distribution and income inequality, by customer group
- Indicators of progress towards disability equality

3. Other key data:

- 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