



DWP Autumn Performance Report 2009

Fully navigable PDF

Click the arrows to advance to next page or revert to the previous page. To access the each chapter title, or return to the contents, please click on the box tab applicable.

Contents



Our vision is to:	Contribute towards fair, safe and fulfilling lives, free from poverty – for children, people in work and retirement, disabled people and carers	Reduce welfare dependency and increase economic competitiveness by helping people to work wherever they can and employers to secure the skills and employees they need	Provide greater choice and personalisation and higher quality of service for customers where it is in their interests and those of the taxpayer
--------------------------	---	--	---

To deliver our vision we have seven strategic objectives:	Reduce the number of children living in poverty	Improve health and safety outcomes	Promote equality of opportunity for disabled people	Promote independence and well-being in later life, continuing to tackle pensioner poverty and implementing pension reform
	Maximise employment opportunity for all	Make DWP an exemplar of effective service delivery	Pay our customers the right benefits at the right time	

We lead on two Public Service Agreements:	Maximise employment opportunity for all, through an increase in the overall employment rate taking account of the economic cycle; a narrowing of the gap between the employment rates of the following disadvantaged groups and the overall rate: disabled people, lone parents, ethnic minorities, people aged 50 and over, the 15 per cent lowest qualified and those living in the most deprived local authority wards; a reduction in the number of people on Jobseeker’s Allowance and other working-age out-of-work-benefits and an increase in the proportion of people leaving Jobseeker’s Allowance within 3, 6 and 12 months; and an increase in the proportion of people who leave benefit who stay off for a sustained period	Tackle poverty and promote greater independence and well-being in later life, measured by the employment rate of those aged 50-69 and the difference between this and the overall employment rate; the percentage of pensioners in low income; healthy life expectancy at age 65; the proportion of people over 65 who are satisfied with their home and their neighbourhood; and the extent to which people over 65 receive the support they need to live independently at home
--	---	--

Our success will be enabled through:	Building a positive work environment	Providing effective and appropriate communications	Focusing our resources on our priorities	Providing our workforce with the skills and capabilities they need to deliver
	Improving the skills of our senior leaders	Increasing the effectiveness of our policies	Improving our information systems and technology	Maximising the value for money we get from all our resources

And underpinned by a shared set of values:	 Using all our resources efficiently so that we provide high and consistent standards of service	 Treating our customers and each other with respect, by welcoming diversity and by valuing others’ ideas and responding fairly to individual needs	 Supporting, challenging and inspiring our customers to improve their lives and helping each other to make a difference	 Working with others and learning how to get better at what we do
---	---	---	--	--



Contents

Foreword by the Secretary of State	2
The Department's Ministers	3
Executive Team and Non-executive board members	4
Chapter One: Introduction	5
Chapter Two: Supporting our customers through the recession	9
Chapter Three: Performance – Public Service Agreements, Departmental Strategic Objectives and Value for Money	17
Part One: Public Service Agreements	20
Part Two: Departmental Strategic Objectives	29
Part Three: Value for Money	45
Part Four: Spending Review 2004 Public Service Agreements	47
Annex: Contributions to other Departments' Public Service Agreements	49
Table of figures	
Figure 1: How the Department is organised	8
Figure 2: Summary of Public Service Agreements and Departmental Strategic Objectives performance assessments	19

One

Two

Three

Annex

Contents





Foreword

Foreword by the Secretary of State

When the global economic downturn struck and domestic unemployment started rising last year we resolved to provide real help for those hit by the recession. The Department for Work and Pensions delivers that help to millions of people every day. Learning from past recessions, we are doing more to tackle long-term unemployment and are determined not to leave people to struggle alone.

The Department for Work and Pensions helps people into work, fights child poverty, tackles inequality and promotes the interests of older people. And by seeking to make life better for individuals, we can reinforce efforts to boost economic performance. This work is more important than ever when times are difficult, as the Department seeks to have a positive effect on nearly everyone in the country at different points in their lives. In response to the downturn the Department set three priorities to help people:

- maintain the active labour market regime and pay benefits on time;
- support people to return to work quickly; and
- prevent worklessness amongst working-age people.

To achieve these objectives the Government is investing £5 billion to increase the funds available for Jobcentre Plus and our partners. We have made more help available for people facing redundancy, more help for people from day one of making a claim, and more help the longer people stay on Jobseeker's Allowance. And because the effects of long term unemployment can be felt particularly by younger workers, we are investing to help younger people in particular – with the Young Person's Guarantee, the Future Jobs Fund and the national Backing Young Britain campaign.

The signs are that this investment is making a real difference.

Unemployment has risen but it is significantly lower than the predictions made by independent analysts at the last Budget. And Jobcentre Plus is delivering, with around 70% of people still leaving Jobseeker's Allowance within 6 months. Importantly, we have not witnessed the disturbing rise in people on inactive benefits that characterised previous downturns.

Our aim now is to build on this investment. Our recently published Employment White Paper sets out our determination to ensure that the recovery is accompanied by a strong and vigorous return to full employment.

This develops the progress made this year across the welfare system – we recently received Royal Assent for the 2009 Welfare Reform Act, which removes barriers keeping people from work and improves the support available for people who need it most. This year has also seen the introduction of the Child Poverty Bill – groundbreaking legislation to enshrine into law the Government's commitment to eradicate child poverty.

We have begun the ground-breaking Flexible New Deal to improve the help in place for those seeking work, have celebrated the first anniversary of the Employment and Support Allowance, providing new help and support for sick and disabled people, and published *Building a Society for all Ages*, a strategy to set out our response to an ageing population.

This report shows where we have made progress and where our current efforts are targeting help to do more. It is a testament to the dedicated staff of the Department for Work and Pensions who undertake every day to help millions of people and their families to make the most of the opportunities available to them.



Rt Hon Yvette Cooper MP
Secretary of State for Work and Pensions

One

Two

Three

Annex

Contents



The Department's Ministers



The Right Honourable Yvette Cooper MP
Secretary of State for Work and Pensions



The Right Honourable Jim Knight MP
Minister of State for
Employment and Welfare
Reform



Angela Eagle MP
Minister of State for Pensions
and the Ageing Society



Helen Goodman MP
Parliamentary Under Secretary
(Commons)



Lord McKenzie of Luton
Parliamentary Under Secretary
(Lords)



Jonathan Shaw MP
Minister for Disabled People

One

Two

Three

Annex

Contents



Executive Team and Non-executive board members



Leigh Lewis
Permanent Secretary



John Codling
Director General,
Finance



Sue Garrard
Director General,
Communications and
Customer Strategy



Joe Harley
Director General,
IT and Chief Information
Officer



Richard Heaton
Director General,
Strategy, Information
and Pensions



Chris Last
Director General,
Human Resources



Isabel Letwin
Acting Director General,
Legal Group



Terry Moran
Chief Executive,
The Pension, Disability
and Carers Service



Sue Owen
Director General,
Welfare and Wellbeing



Adam Sharples
Director General,
Employment Group



Darra Singh
Chief Executive,
Jobcentre Plus



John Cross
Non-executive board
member



Adrian Fawcett
Non-executive board
member



Michael Sommers
Non-executive board
member



Helen Stevenson
Non-executive board
member

One

Two

Three

Annex

Contents





One

Introduction



Our vision

► **1.1** The Department for Work and Pensions exists to:

- contribute towards fair, safe and fulfilling lives, free from poverty – for children, people in work and retirement, disabled people and carers;
- reduce welfare dependency and increase economic competitiveness by helping people to work wherever they can and employers to secure the skills and employees they need; and
- provide greater choice and personalisation and higher quality of service for customers where it is in their interests and those of the taxpayer.

► **1.2** In doing this the Department aims to enable people to fulfil their potential over longer, more active lives. The Department remains firmly focused on providing its customers with the services they need; looking, wherever possible, to join up and simplify its services, both internally and externally with its partners.

► **1.3** In working towards these aims the Department leads the delivery of two cross-government Public Service Agreements, on employment and on later life; the detail is set out in Chapter 3. The Department also contributes to a further nine Public Service Agreements which are led by other Departments and the contribution the Department is making is shown in the Annex.

► **1.4** The Department has seven Departmental Strategic Objectives which, together, drive all of its activities. They are to:

- reduce the number of children living in poverty;
- maximise employment opportunity for all;
- improve health and safety outcomes;
- promote independence and well-being in later life, continuing to tackle pensioner poverty and implementing pension reform;
- promote equality of opportunity for disabled people;

- pay our customers the right benefits at the right time; and
- make DWP an exemplar of effective service delivery.

The Department's current performance against each of these objectives is also set out in Chapter 3 of this report.

► **1.5** The Department's plans for the financial years 2008-09 to 2010-11 were agreed as part of the 2007 Comprehensive Spending Review settlement, as set out in the 2007 Pre-Budget Report and Comprehensive Spending Review *Meeting the aspirations of the British people* (CM 7227, October 2007)¹. The Department's Public Service Agreements, its Departmental Strategic Objectives and their supporting indicators were published in the Department's Performance Framework 2008-11 (December 2007)².

¹ <http://www.official-documents.gov.uk/document/cm72/7227/7227.pdf>

² <http://www.dwp.gov.uk/docs/performanceframework2008-2011.pdf>

Our organisation

► **1.6** The Department is organised to support the delivery of its objectives as set out in Figure 1. The Department works closely with other Government Departments and other organisations to ensure that the services the Department delivers are tailored to the needs of its customers.

► **1.7** To deliver its objectives the Department currently (as at the end of November 2009) has over 110,000 full time equivalent employees, based in some 980 locations across the country. On every working day they:

- take an average of 10,000 new job vacancies;
- conduct 50,000 adviser interviews in its jobcentres;
- process over 20,000 new working-age benefit claims;
- assess over 3,000 applications to State Pensions;
- help around 5,000 people move into work;

- deal with 3,000 new or repeat claims for Disability Living Allowance;
- receive over 85,000 calls to Jobcentre Plus contact centres;
- pay 3 million customers over £50 million every day;
- receive around 1.1 million job searches for Jobcentre Plus vacancies using the Jobcentre Plus and Directgov websites;
- answer 50,000 telephone calls about pensioners;
- clear over 1,400 claims for Pension Credit;
- see around 3,000 Pension, Disability and Carers Service customers face-to-face; and
- answer nearly 25,000 calls to the Disability Living Allowance/Attendance Allowance Helpline and to the Benefit Enquiry Line.

Our reporting process

► **1.8** This Autumn Performance Report is the Department's third public report covering its cross-governmental Public Service Agreements, its Departmental Strategic Objectives and its Value for Money Delivery Agreement within the

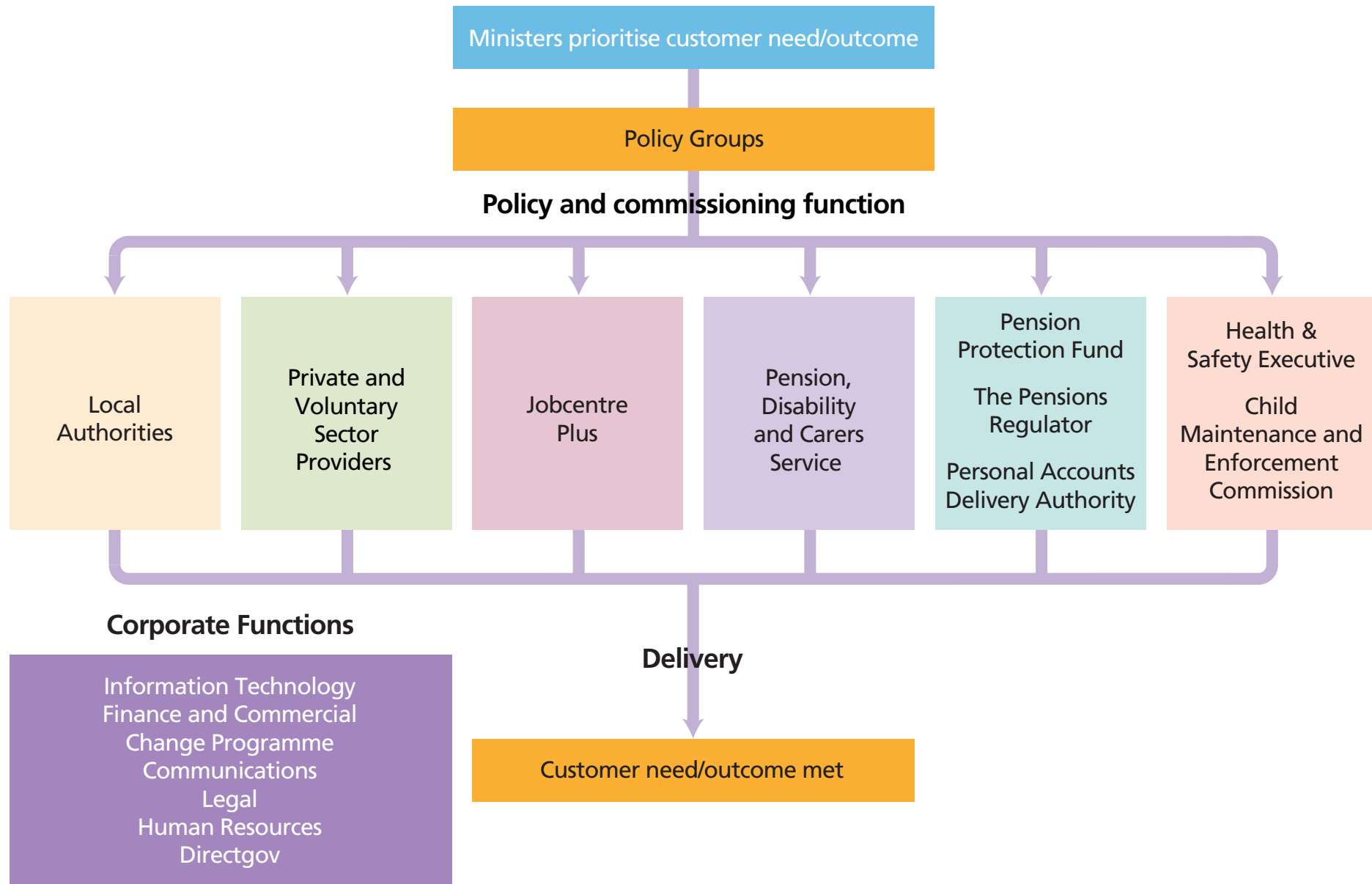
Comprehensive Spending Review 2007 period. It also reports progress against the two outstanding Public Service Agreement targets from the previous Spending Review period.

► **1.9** The report is intended to complement the Department's Resource Accounts for 2008-09³. It also supplements the Departmental Report (CM 7594, June 2009)⁴, which provides a comprehensive account of the Department's activities and spending plans.

³ <http://www.dwp.gov.uk/docs/resource-acs-2008-09.pdf>

⁴ <http://www.dwp.gov.uk/publications/corporate-publications/dr09.shtml>

Figure 1: How the Department is organised





Two

Supporting our customers through the recession

▶ **2.1** Over the past eighteen months the world economy has experienced the greatest economic upheaval for many decades. The UK economy continues to feel the effects, with output continuing to fall and the jobseeker claimant count continuing to rise. We know that behind the statistics are many thousands of individuals facing significant disruption to their lives. Many people are now, more than ever, reliant on the Department to provide them with the help and support they need.

▶ **2.2** Since November 2008 the Government has set aside additional funding of some £5 billion over the Comprehensive Spending Review period to assist in meeting these challenges. Specifically:

- in the Pre-Budget Report in November 2008 the Chancellor announced additional funding of £1.3 billion for the Department to address the challenge of the increasing number of people becoming unemployed and to support them back to work;
- during the Employment Summit, led by the Prime Minister in January 2009, the

Secretary of State for Work and Pensions announced an additional £500 million for a package of measures to help those who had been out of work for more than six months. This is being delivered jointly with the Department for Business, Innovation and Skills; and

- in the April 2009 Budget the Chancellor announced additional funding of £3 billion to assist the Department in dealing with further increases in the number of unemployed people, and for the specific provision of employment support targeted at young people.

▶ **2.3** As unemployment has risen by less than was expected, the Pre-Budget Report in December 2009 announced that the underspend would be used to support additional help for unemployed people, through measures detailed in the Department's White Paper *Building Britain's Recovery: Achieving Full Employment*⁵. The White Paper announced the next stage of welfare reforms and the detail of further support for people facing unemployment as a result of the recession.

▶ **2.4** All of the additional funding is helping, in particular, to ensure that the Department's active labour market regime is maintained and that jobseekers, especially young people, receive the support they need:

- prior to redundancy;
- when newly unemployed; and
- at the 6 and 12 month stages of a Jobseeker's Allowance claim.

Increased Jobcentre Plus support

▶ **2.5** The additional funding has enabled Jobcentre Plus to recruit over 16,000 more full-time equivalent employees, bringing its full-time equivalent staffing to just under 84,000 (November 2009). This increase in staffing has ensured, amongst other things, that everyone looking for work receives:

- advice on finding a new job;
- help to write a new CV and fill in job applications;
- help and advice on skills and retraining;
- help, to those eligible, with their rent and with their mortgage; and
- access to an average of 10,000 new vacancies which Jobcentre Plus receives each working day.

⁵ <http://www.dwp.gov.uk/buildingbritainsrecovery>

▶ **2.6** Jobcentre Plus has also responded to the challenges of the recession by reviewing its processes and use of technology to improve the services it provides to its customers. In particular, it:

- is piloting revised service hours; opening some jobcentres with linked processing sites from 8am to 6pm and some contact and benefit processing centres to 8pm. The pilot is examining the extra capacity these hours can deliver and the customer demand for services at these times. Other offices are opening late and at weekends in response to local redundancies;
- has launched a Jobseeker's Allowance online service to enable customers to claim contributory Jobseeker's Allowance via the Directgov website. Since the service was launched in August 2009 some 70,000 online claims have been made.

▶ **2.7** Thanks to these and other measures, Jobcentre Plus has, despite the recession:

- continued to meet all of its key customer service targets; and
- continued to meet its target for the speed of delivery of Jobseeker's Allowance even though the number of customers on Jobseeker's Allowance has more than doubled.

"I wanted a job that fitted in with my caring responsibilities. I have had a lot of support from Jobcentre Plus; even now that I am in work my adviser Helen still contacts me."

Lisa Aspinall, a single mum from Barry, who returned to work after almost a year on benefits, thanks to a Work Preparation Course which included customer service and IT skills, and help with interview techniques.

▶ **2.8** The December 2009 White Paper *Building Britain's Recovery: Achieving Full Employment* sets out further measures to tackle the effects of the recession and help get back to full employment, including:

- the introduction of a national Better off in Work Credit – guaranteeing everyone who has been unemployed for 6 months or more that they will be at least £40 a week better off in work than on benefits – and trialling better incentives for lone parents to try out work for few hours a week as a stepping stone to moving off benefits;
- additional support for young people aged 18-24 and a greater role for Jobcentre Plus in providing employment support to 16 and 17-year-olds;

- additional tailored support for older workers and professionals; and
- reforms to the way skills training is provided for unemployed people – including the introduction of a single skills purse.

▶ **2.9** The White Paper also sets out how the Department will modernise its services to deliver a more flexible and personalised service. In particular, the White Paper announced plans to further improve the Department's Information Technology to make it easier for employers to upload and manage their vacancies and to enable jobseekers to identify more easily the vacancies that may be suitable for them.

Expanded Rapid Response Service

▶ **2.10** To support people facing redundancy the Department has increased funding for the Jobcentre Plus Rapid Response Service from £3 million to £6 million in 2008-09, £9 million in 2009-10 and £12 million in 2010-11. This service is now available to:

- every employer proposing 20 or more redundancies; and
- those proposing smaller redundancies where the cumulative impact in an area warrants it.

▶ **2.11** Jobcentre Plus works jointly in this respect with HM Revenue and Customs who provide advice and guidance, for example on tax credits. Since November

“I am really enjoying my new job and financially it makes all the difference.”

Joanne, 19, from Glasgow who successfully completed a work trial and gained permanent employment through a Local Employment Partnership.

2008 more than 3,500 employers have accepted the Department’s offer of support.

Expanded Local Employment Partnerships

▶ **2.12** Local Employment Partnerships are a simple deal with employers: the Government prepares jobseekers for work, and employers with vacancies agree to give them a fair chance at the jobs, through measures such as guaranteed job

interviews, work placements and work trials. Originally an initiative for some of the most disadvantaged jobseekers, their target was to help 250,000 people into work by the end of 2010. By the end of August 2009, Local Employment Partnerships had helped 260,000 of these customers into jobs – exceeding the target over a year ahead of schedule.

▶ **2.13** In April 2009 the Government expanded Local Employment Partnerships so that anybody losing their job could have access to these opportunities. More than 400,000 people across all groups had found work through Local Employment Partnerships by the end of October 2009. The Department itself recruited around 5,300 people in this way between April and October 2009. So far more than 50,000 employers have recruited through Local Employment Partnerships.

“I want to be able to pay my own way and the promise of financial support has made it possible for me to do this, no question about it.”

Beatrice Martin from Constantine, Cornwall who received help through the enhanced six-month offer to set up her own business and is receiving Self Employed Credit to support her.

One

Two

Three

Annex

Contents



▶ **2.14** In September 2009 the Secretary of State for Work and Pensions announced that an additional 500,000 people would be helped into work through Local Employment Partnerships by December 2010. Most of them will be drawn from the original priority groups.

Increased customer support

▶ **2.15** The package of measures announced in January 2009 to help those who have been out of work for more than six months includes:

- recruitment subsidies of £1,000, with access to in-work training worth £1,500 (in England) to encourage employers to recruit and train unemployed people;
- additional training places to enable people to get new skills and employment;
- opportunities to volunteer to improve employability; and
- support to help people become self-employed, including support to create a business plan and funding for the first months of trading.

Over 12,000 people⁶ had benefited from the Six Month Offer by August 2009.

⁶ excluding referrals to work-focused training

“Thanks to Jobcentre Plus and the Scottish Council for Voluntary Organisations, the voluntary work I enjoyed has turned into a job I love! The Future Jobs Fund has made this possible and I am very grateful.”

Christopher Smith from Forres in Morayshire who secured the first Future Jobs Fund job in Scotland. Christopher started in October with ReBOOT, part of the Scottish Council for Voluntary Organisations consortium, as a technical operative.

The Young Person's Guarantee and Future Jobs Fund

▶ **2.16** The March 2009 Budget announced the Young Person's Guarantee. The Guarantee will consist of:

- new jobs created through the Future Jobs Fund;
- Routes into Work (support to move into an existing job in a key employment sector) including:
 - Care First Careers;
- work-focused training; or
- places on a Community Task Force programme.

The Guarantee is open to all 18 to 24-year-olds before they have reached the 12 month stage of their claim to Jobseeker's Allowance. From early 2010 those eligible for the Guarantee will be required to take up one of the options.

▶ **2.17** This includes the Future Jobs Fund, which aims to create 150,000 new jobs for those who have been unemployed for 10 months; at least 100,000 will be targeted at young people and the balance will be focused on unemployment hotspots at the 12 month stage.

One

Two

Three

Annex

Contents



Employment Minister Jim Knight said:

“While people of all ages have suffered in this recession, the Government recognises that unemployment for young people can adversely affect the rest of their working lives. We are therefore taking action to ensure that young people get as much help as possible to gain the vital experience and confidence they need to compete in today’s labour market.”

▶ **2.18** Thousands of new job opportunities have already been created for young people across England, Scotland and Wales as a result of the Future Jobs Fund. These are jobs in a range of different sectors that will give young unemployed people the chance to learn a range of skills by working for charities, businesses and public bodies. By November 2009, around 95,000 jobs had been committed to through the Future Jobs Fund.

▶ **2.19** In the Pre-Budget Report 2009 and the White Paper *Building Britain’s Recovery: Achieving Full Employment* the Government announced that young people would be guaranteed a job, training or other meaningful activity after only 6 months of unemployment (as opposed to the original 12 months). To support this new guarantee the Department will deliver over 100,000 new places including more Future Jobs Fund jobs, internships and Routes into Work. Young people will also be given much greater support from personal advisers. This is in addition to the guarantee for recent graduates announced in the Queen’s Speech.

Backing Young Britain

▶ **2.20** In July 2009 the Government launched the Backing Young Britain campaign, encouraging businesses to create more opportunities for young people. They are being asked to commit to at least one of the following initiatives:

- become a volunteer mentor for school, college or university leavers;
- provide work experience within their organisation;
- offer internship opportunities to graduates and non-graduates;
- consider a young person for a work trial;
- supply apprenticeship opportunities for 16 to 24-year-olds;
- sign up to a Local Employment Partnership; and
- employ a young person through Routes into Work or through the Future Jobs Fund.

Helping older workers

▶ **2.21** The White Paper *Building Britain’s Recovery: Achieving Full Employment* also sets out how the Department will provide additional support to older workers and professionals who, as a consequence of the

[One](#)
[Two](#)
[Three](#)
[Annex](#)
[Contents](#)


recession, may be seeking work for the first time in many years. Measures include more tailored support through providers and recruitment agencies and extra time with Jobcentre Plus advisers for the over 50s.

▶ **2.22** Through its Age Positive initiative the Department has been working with business sector leaders and business organisations such as the Chartered Institute of Personnel and Development, the Employers Forum on Age and the Institute of Directors to encourage employers to adopt flexible approaches to work and retirement to enable older people to work longer. The Department provides guidance on the benefits of employing and retaining older workers without the need for a fixed retirement age and the White Paper includes a number of specific proposals to support employers in taking a more flexible approach in this respect.

The Flexible New Deal

▶ **2.23** The additional funding from the 2008 Pre-Budget Report and the 2009 Budget has enabled the Department to commit more money to the Flexible New Deal, to ensure that its providers can handle the additional volumes of referrals through the recession.

The Secretary of State for Work and Pensions, Yvette Cooper said:

“We have launched a national call to action to our fellow employers to join us in Backing Young Britain – to give every young person a job, training place, skills or work experience.”

▶ **2.24** The Flexible New Deal was launched in 28 Jobcentre Plus Districts (covering half of the UK) in October 2009. It is replacing the existing New Deal programmes for young people and those aged over 25 to ensure that jobseekers reaching twelve months of unemployment get the tailored support they need. Customers are joining the Flexible New Deal in these areas as planned, and providers are already starting to put in place innovative approaches towards helping people get back into work.

Social Fund Loans Scheme

▶ **2.25** The Department has provided an additional £263 million up to March 2011 for the Social Fund Loans Scheme – specifically to fund Crisis Loans and Budgeting Loans to help support people through the recession. The Department has seen a large increase in the number of

applications for Crisis Loans; from some 11,000 per day in October 2008 to over 15,000 in October 2009. Crisis Loan expenditure per day has risen from some £600,000 in October 2008 to over £900,000 in October 2009.

Support for Mortgage Interest

▶ **2.26** To further support people to stay in their homes whilst they are unable to work, the Government improved the Support for Mortgage Interest scheme from January 2009 for working-age homeowners by:

- shortening the waiting period from either 39 weeks or 26 weeks to 13 weeks for all new claimants; and
- increasing the capital limit from £100,000 to £200,000.

One

Two

Three

Annex

Contents



▶ **2.27** At the same time the Government introduced a two year time limit for Support for Mortgage Interest for income-based Jobseeker's Allowance claims. The Government also froze the standard interest rate used to calculate Support for Mortgage Interest at 6.08% for all customers (including pensioners) until the end of December 2009 and this has now been extended for a further six months.

International

▶ **2.28** The Department has also been heavily engaged in international cooperation on employment and social policy, including:

- hosting a Jobs Conference prior to the G20 London Summit in April; and
- promoting the UK approach in the European Union and the Organisation for Economic Co-operation and Development and at the G20 conference in Pittsburgh in September 2009.

Labour market outcomes

▶ **2.29** Despite the recession most jobseekers still spend only a relatively short time on benefits before moving back into work. The measures set out in this Chapter have helped to ensure that, as at October 2009, over half of new claimants still leave Jobseeker's Allowance within three months, over 70 per cent within six months and around 90 per cent within a year.

▶ **2.30** Performance on the Department's Public Service Agreements and Departmental Strategic Objectives has, in general, held up well despite the recession as set out in Chapter 3.

[One](#)[Two](#)[Three](#)[Annex](#)[Contents](#)



Three

Performance – Public Service
Agreements, Departmental
Strategic Objectives and
Value for Money

▶ **3.1** This Chapter provides an assessment of progress against the Department's Public Service Agreements, Departmental Strategic Objectives and its Value for Money Delivery Agreement. The Chapter is set out in four parts:

- Part One: Public Service Agreements;
- Part Two: Departmental Strategic Objectives;
- Part Three: Value for Money; and
- Part Four: Public Service Agreement targets carried forward from the 2004 Spending Review.

Public Service Agreements 2008-11

▶ **3.2** The Secretary of State for Work and Pensions leads on two Public Service Agreements:

- PSA 8 – Maximise employment opportunity for all – supported by HM Treasury, the Department of Health, the Department for Business, Innovation and Skills, and the Department for Communities and Local Government; and

- PSA 17 – Tackle poverty and promote greater independence and well-being in later life – supported by the Department of Health, and the Department for Communities and Local Government.

▶ **3.3** The Department also contributes to delivering the Service Transformation Agreement, published alongside the Public Service Agreements, and contributes to nine other Public Service Agreements led by other Government Departments, in particular on child poverty and equality.

Departmental Strategic Objectives 2008-11

▶ **3.4** In addition to its contribution to the Government's cross-cutting Public Service Agreements, the Department has also agreed with HM Treasury a set of Departmental Strategic Objectives which are intended to cover the totality of its business and the key outcomes which the Department is seeking to deliver.

▶ **3.5** The strategic objectives of the Department are to:

- reduce the number of children living in poverty;
- maximise employment opportunity for all;
- improve health and safety outcomes;
- promote independence and well-being in later life, continuing to tackle pensioner poverty and implementing pension reform;
- promote equality of opportunity for disabled people;
- pay our customers the right benefits at the right time; and
- make DWP an exemplar of effective service delivery.

▶ **3.6** To make consistent judgements on progress against its Public Service Agreements and Departmental Strategic Objectives, the Department uses the following evaluative assessments to describe performance, in accordance with HM Treasury guidance:

One

Two

Three

Annex

Contents



- **Strong progress** – more than half of the indicators have shown an improvement since the 2008 Autumn Performance Report;
- **Some progress** – some, but fewer than half of the indicators have shown an improvement;
- **No progress**;
- **Not yet assessed**; and
- for the Spending Review 2004 Public Service Agreement targets, an assessment of whether they have been **Met, Partly met** or **Not met** for final assessments and whether they are **Ahead, On course** or showing **Slippage** for ongoing targets.

► **3.7** The Department's 2008 Autumn Performance Report recorded that neither of the two Public Service Agreements nor five of the seven Departmental Strategic Objectives could yet be assessed. In this chapter the Department reports some progress on both Public Service Agreements and five of the seven Departmental Strategic Objectives. Figure 2 contains a summary of current performance⁷.

Figure 2: Summary of Public Service Agreements and Departmental Strategic Objectives performance assessments

Public Service Agreements	Current status
8. Maximise employment opportunity for all	Some progress
17. Tackle poverty and promote greater independence and well-being in later life	Some progress
Departmental Strategic Objectives	
1. Reduce the number of children living in poverty	Not yet assessed
2. Maximise employment opportunity for all	Some progress
3. Improve health & safety outcomes	Some progress
4. Promote independence and well-being in later life, continuing to tackle pensioner poverty and implementing pension reform	Some progress
5. Promote equality of opportunity for disabled people	Not yet assessed
6. Pay our customers the right benefits at the right time	Some progress
7. Make DWP an exemplar of effective service delivery	Some progress
Public Service Agreements Spending Review 2004	
3b. Children in working families using childcare	Not met
4a. Overall employment rate	On course

⁷ The new performance framework does not require departments to set national targets for Public Service Agreements and Departmental Strategic Objectives. Each Public Service Agreement /Departmental Strategic Objective is monitored through several indicators. Some indicators are measured by counting all the records while others are measured using sample surveys; for the latter, 95% confidence intervals are given. A 95% confidence interval gives the range of values within which we can be 95% sure that the true value lies. A narrow confidence interval implies high precision; a wide interval implies less precision.

Part One: Public Service Agreements

PSA 8: Maximise employment opportunity for all

PSA summary statement

Some progress. Improvement in one out of four indicators. Data comparable to the baseline reported in the 2008 Autumn Performance Report are available for three indicators, one of which (Indicator 2) has shown improvement since the last Autumn Performance Report. The Department is not able to assess progress against Indicator 1 until the end of the current economic cycle. The economic downturn over the last 18 months has had a profound effect on the UK labour market and the number of people claiming Jobseeker's Allowance has risen by 815,000 since Quarter 2 2008. However, the UK has performed well by international comparison and still has the second highest employment rate in the G7. Despite rising unemployment there has been a statistically significant narrowing of the employment rate gap for both lone parents and older workers. While the proportion of people leaving benefit and staying off for a sustained period has fallen, the Department has maintained higher off-flow rates from Jobseeker's Allowance compared to this stage in previous recessions. Alongside this, there has been little change in the number of people claiming other out-of-work benefits – in stark contrast to the 1980s and 1990s. PSA 8 is included within the Departmental Strategic Objectives as DSO 2.

Indicator 1: An increase in the overall employment rate taking account of the economic cycle

- This indicator is measured using a three-month rolling average of the working-age employment rate for Great Britain from the Labour Force Survey published each month by the Office for National Statistics. The published working-age employment rate figure is seasonally adjusted and has a sampling variability of ± 0.3 percentage points at the 95% confidence interval (a change needs to be more than 0.3 percentage points to be statistically significant).
- Success on this indicator will be judged taking account of the economic cycle.
- The current employment rate is 72.8% (July-September 2009). This compares to the employment rate at Quarter 2 2008 (the baseline) of 74.9%.



One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

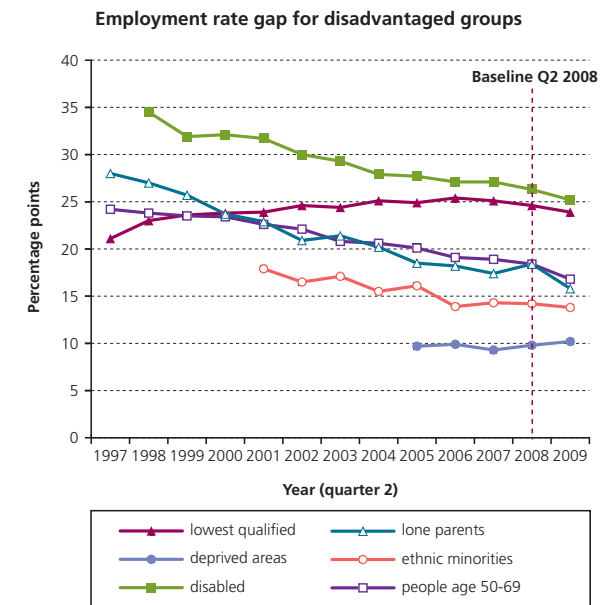
Contents



PSA 8: Maximise employment opportunity for all (continued)

Indicator 2: A narrowing of the gap between employment rates of the following disadvantaged groups and the overall rate: disabled people; lone parents; ethnic minorities; people aged 50 and over; the 15 per cent lowest qualified; and those living in the most deprived local authority wards

- This indicator is measured by comparing the seasonally unadjusted employment rates for the different disadvantaged groups with the Great Britain unadjusted working age employment rate, both taken from the Labour Force Survey published quarterly by the Office for National Statistics. 95% confidence intervals vary for each gap: disabled people ± 1.4 percentage points; lone parents ± 2.2 percentage points; ethnic minorities ± 1.9 percentage points; people aged 50 and over ± 0.9 percentage points; 15 per cent lowest qualified ± 1.6 percentage points; and deprived areas ± 1.4 percentage points.
- The employment gap for the following disadvantaged groups as published in the 2008 Autumn Performance Report at Quarter 2 2008 (also the baseline for this indicator) was: disabled people 26.3 percentage points; lone parents 18.4 percentage points; ethnic minorities 14.2 percentage points; people aged 50 and over 18.4 percentage points; 15 per cent lowest qualified 24.6 percentage points; and deprived areas 9.8 percentage points.
- At Quarter 2 2009 the employment gap was: disabled people 25.2 percentage points; lone parents 15.8 percentage points; ethnic minorities 13.8 percentage points; people aged 50 and over 16.8 percentage points; 15 per cent lowest qualified 23.9 percentage points; and deprived areas 10.2 percentage points.
- There has been a statistically significant improvement in the employment gap of older workers from 18.4 to 16.8 percentage points and in the employment gap for lone parents from 18.4 to 15.8 percentage points. There has also been an improvement in the employment gap (though not statistically significant) for ethnic minorities, the lowest qualified and disabled people.

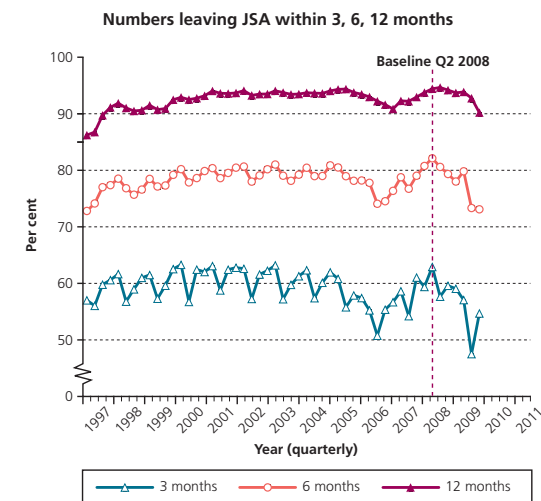
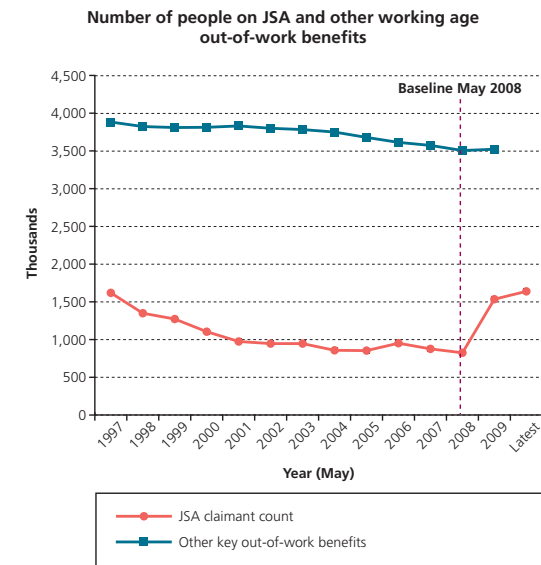


PSA 8: Maximise employment opportunity for all (continued)

Indicator 3: A reduction in the number of people on Jobseeker’s Allowance and other working age out-of-work benefits, and an increase in the proportion of people leaving Jobseeker’s Allowance within 3, 6 and 12 months⁸

- Working age out-of-work benefits are defined as Jobseeker’s Allowance, Incapacity Benefit/Employment and Support Allowance, lone parent benefits and other income-related benefits.
- The number of people claiming Jobseeker’s Allowance is measured using 100% administrative data from the monthly seasonally-adjusted claimant count published by the Office for National Statistics. The number of people claiming other out-of-work benefits is measured using 100% administrative data from the Work and Pensions Longitudinal Study published quarterly by the Department; data are not seasonally adjusted.
- The Jobseeker’s Allowance off-flow rate indicator measures the proportion of people making a new claim who are no longer claiming Jobseeker’s Allowance after 3, 6 and 12 months.
- The number of people on Jobseeker’s Allowance at October 2009 was 1,639,500 compared to 980,900 in October 2008.
- The number on other out-of-work benefits at May 2009 was 3,521,900 compared to 3,507,700 at May 2008 (the baseline).
- Most recent data show that 3 month off-flows are 54.7%, 6 month off-flows are 73.1% and 12 month off-flows are 90.1% (Quarter 3 2009). The baselines are set at Quarter 2 2008 and are 57.7% (3 months), 80.6% (6 months) and 94.6% (12 months) respectively.

⁸ Indicator 3 has been amended to show people leaving Jobseeker’s Allowance after 3, 6 or 12 months. The indicator previously showed only the number of people on working age out-of-work benefits.



One

Two

Three
Part 1
Part 2
Part 3
Part 4

Annex

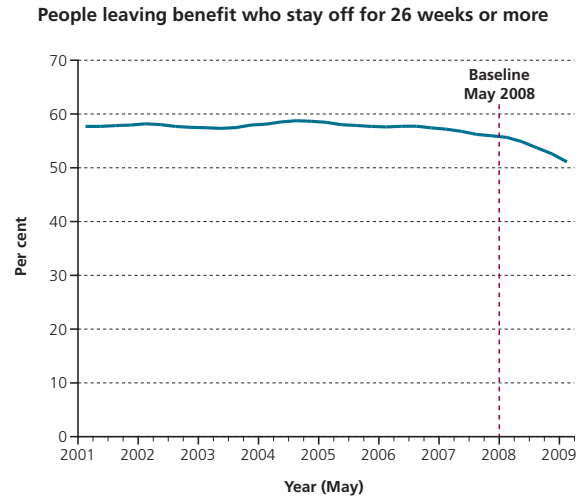
Contents



PSA 8: Maximise employment opportunity for all (continued)

Indicator 4: An increase in the proportion of people who leave benefit who stay off for a sustained period

- This indicator measures the percentage of people leaving key out-of-work benefits (as Indicator 3), measured in February, May, August and November who stay off benefits for six months after the termination of their claim. The indicator now includes, for the first time, Employment and Support Allowance. It is measured using the Work and Pensions Longitudinal Study which is 100% administrative data. The percentages are presented as an annual rolling average, which adjusts for seasonality.
- The rate in the 2008 Autumn Performance Report was 55.7% of people coming off a key out-of-work benefit stayed off in May 2008 (also the baseline for this indicator).
- Current performance against this indicator, in May 2009, is 51.1% of people leaving benefits and staying off for 6 months.



PSA 17: Tackle poverty and promote greater independence and well-being in later life

PSA summary statement

Some progress. Improvement in one out of five indicators. Baselines have been set for four out of the five indicators. Data comparable to the baseline are still awaited for three indicators. An improvement can be reported on Indicator 1 where data comparable to the 2008 Autumn Performance Report are available.

Indicator 1: The employment rate of those aged 50-69 and the difference between this and the overall employment rate

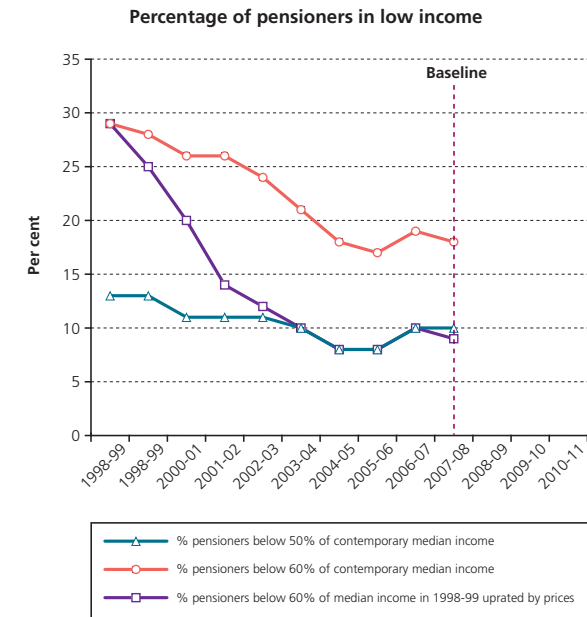
- This indicator is measured using seasonally unadjusted quarterly Labour Force Survey data for Great Britain. A statistically significant change based upon a 95% confidence interval is around 1 percentage point.
- The employment rate of those aged 50-69 at Quarter 2 2008, as published in the 2008 Autumn Performance Report, was 56.3% (this is the baseline). The gap between the employment rate and the overall employment rate was 18.4 percentage points.
- At Quarter 2 2009, the employment rate for those aged 50-69 is 55.8%, and the gap between this and the overall employment rate has reduced to 16.8 percentage points.



PSA 17: Tackle poverty and promote greater independence and well-being in later life (continued)

Indicator 2: The percentage of pensioners in low income

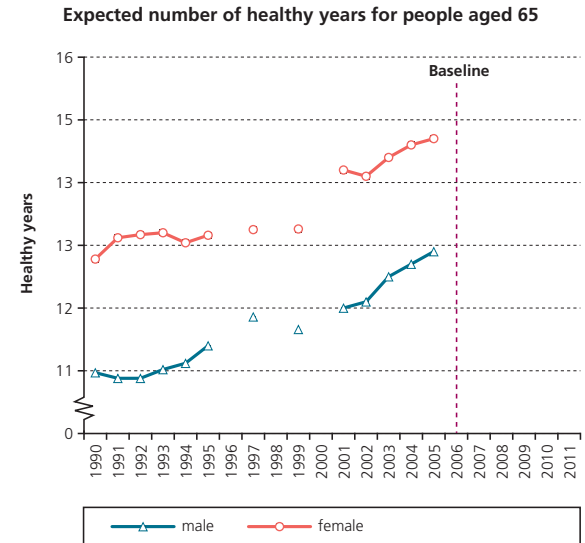
- This indicator is measured using Households Below Average Income statistics. Income is measured after housing costs are deducted. Data are annual with approximately a 12-month time lag.
- Data for the Comprehensive Spending Review 2007 period were not available for this indicator for the 2008 Autumn Performance Report. The baseline is the Households Below Average Income statistics from the 2007-08 Family Resources Survey showing 18 per cent of pensioners have below 60% of the current median income, 10 per cent of pensioners have below 50% of the current median income, and 9 per cent of pensioners have below 60% of median income in 1998-99 up-rated prices.
- Data comparable to the baseline will be available in summer 2010.



PSA 17: Tackle poverty and promote greater independence and well-being in later life (continued)

Indicator 3: Healthy life expectancy at age 65

- This indicator is measured using data published annually from the General Household Survey. Three calendar years are aggregated to provide robust Healthy Life Expectancy (HLE) figures. The 95% confidence interval for both men’s and women’s data is around ± 0.3 years.
- The baseline will be 2005-07 data which are expected by early 2010.
- Historical data show that:
 - HLE at age 65 increased by over 1.5 years between 1995 and 2005;
 - HLE at age 65 for men is 12.9 years in England (2004-06); and
 - HLE at age 65 for women is 14.7 years in England (2004-06).



Notes:
 1) For the purposes of this chart, the middle year is used to label the x axis, e.g. data for 2004-06 are shown as 2005.
 2) Data were not collected for 1996, 1998 or 2000.

One

Two

Three
 Part 1
 Part 2
 Part 3
 Part 4

Annex

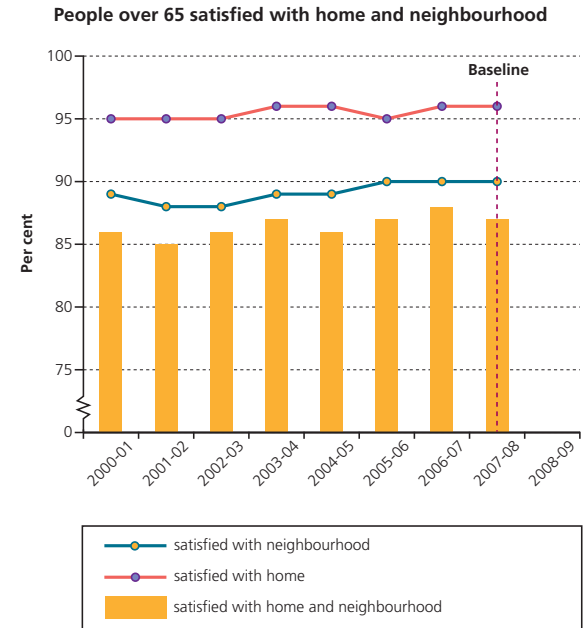
Contents



PSA 17: Tackle poverty and promote greater independence and well-being in later life (continued)

Indicator 4: The proportion of people over 65 who are satisfied with their home and their neighbourhood

- This indicator is measured using data from the Survey of English Housing to April 2008 and the English Housing Survey from April 2008. The data are published annually with an approximate 10 month time lag. A statistically significant change based upon a 95% confidence interval is currently around 1.3 percentage points.
- CSR07 data were not available for this indicator at the 2008 Autumn Performance Report. The baseline is the Survey of English Housing 2007-08 which showed 87% of people over 65 expressing satisfaction with their home and their area.
- Data comparable to the baseline are expected in early 2010.
- The proportion has remained broadly stable in recent years. Historically, satisfaction with home has been higher than satisfaction with neighbourhood.

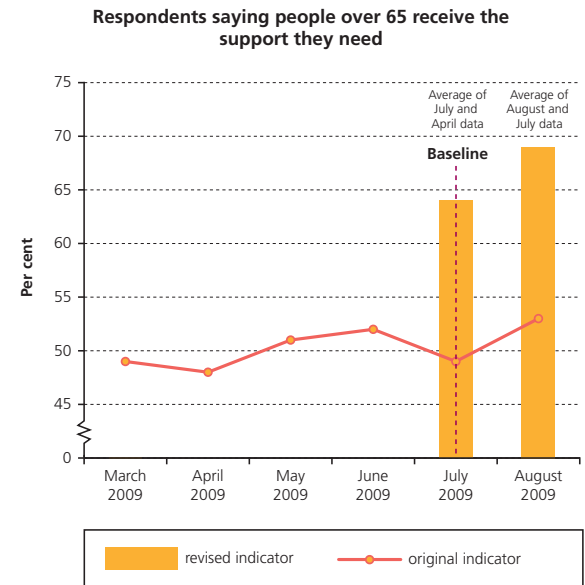


PSA 17: Tackle poverty and promote greater independence and well-being in later life (continued)

Indicator 5: The extent to which people over 65 receive the support they need to live independently at home⁹

- This is a new measure with no historical data. It is assessed through public perceptions of whether older people are able to get the services and support they need to live at home for as long as they want.
- Performance is measured using the Office for National Statistics Omnibus Survey. Data are monthly with approximately a 2 month time lag. A statistically significant change based upon a 95% confidence interval is around 4 percentage points.
- The previous data series, covering all respondents, has been included for completeness.
- A baseline of 64% has been set, using an average of the April and July 2009 data points.

⁹ The indicator has recently been refined to measure only the perceptions of those who have personal experience of services. The previous measure included the views of people who had not directly experienced services for older people (around half of respondents). This led to a high proportion who responded 'don't know'. The new measure reduces the proportion who answer 'don't know', and so provides more robust measures.



Part Two: Departmental Strategic Objectives

DSO 1: Reduce the number of children living in poverty

DSO summary statement

Not yet assessed. The rating for DSO 1 is an average of the rating for the two DSO 1 indicators: the number of children living in workless households and the number of children benefiting from maintenance. The number of children in workless households is highly cyclical – it is appropriate to assess this after adjusting for the cycle, but the Government is not yet in a position to make such an adjustment. DSO 1 as a whole is therefore not yet assessed.¹⁰

More generally, the Government has made good progress on tackling child poverty, lifting 500,000 children out of poverty since 1998-99 so that households with children are on average £2,350 better off than in 1997 as a result of personal tax and benefit changes. Spending measures introduced in and since the Budget 2007 are expected to lift around another 500,000 children out of poverty by the end of the spending review period.

The Government has doubled the child maintenance disregard in income-related benefits from £10 to £20 per week and has introduced a full child maintenance disregard in Housing Benefit and Council Tax Benefit. Lone parents are supported to get into work – the best route out of poverty – through measures such as the in-work tax credit. The Child Poverty Bill which is currently progressing through Parliament demonstrates the commitment to eradicate child poverty by enshrining in law a framework for Government and its delivery partners to tackle child poverty, although, given the current economic climate, this remains a challenging objective.

¹⁰ PSA 9 – Halve the number of children in poverty by 2010-11, on the way to eradicating child poverty by 2020 – is assessed as ‘no progress’ in the HM Treasury Autumn Performance Report 2009. However, this is based on a wider measure – the number of children in low income households – to which the DSO 1 indicators make a partial contribution.

One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

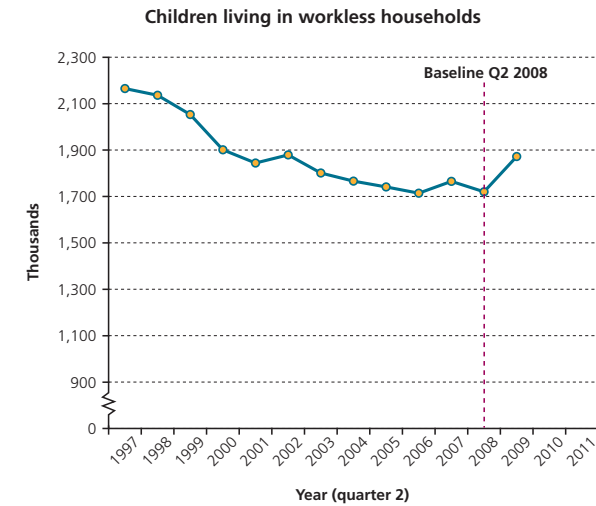
Contents



DSO 1: Reduce the number of children living in poverty (continued)

Indicator 1: The number of children living in workless households

- This indicator is measured using data from the Household Labour Force Survey. Data are published for Quarter 2 and Quarter 4 each year and are not seasonally adjusted. The 95% confidence interval is ± 0.49 percentage points.
- The latest data in the 2008 Autumn Performance Report (also the baseline) were for Quarter 2 2008 when 1.72 million children (15.5%) were living in workless households.
- Latest Great Britain data for children living in workless households, released in August 2009, showed a significant increase of 152,000 or 1.3 percentage points in children living in workless households between Quarter 2 2008 and Quarter 2 2009.
- Although the recession will have a negative effect on this indicator, the Department's policies to strengthen the overall employment regime and increased lone parent conditionality are expected to have a positive effect.



One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

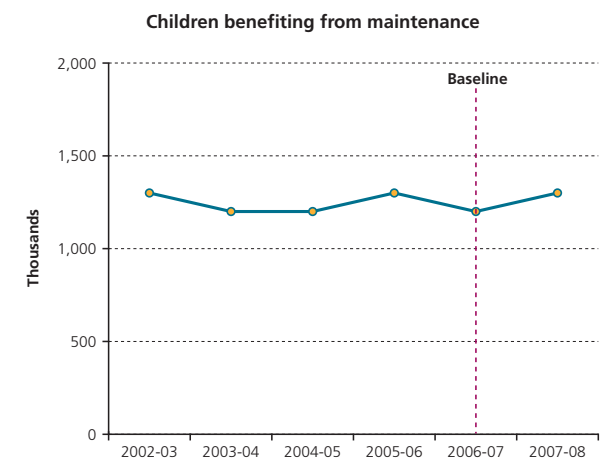
Contents



DSO 1: Reduce the number of children living in poverty (continued)

Indicator 2: The number of children benefiting from maintenance particularly those living in low income households

- This indicator is measured using data from the Households Below Average Income series which is derived from the Family Resources Survey. Data are published annually with a 12-month time lag. The figures are rounded to the nearest 100,000. The 95% confidence interval is $\pm 100,000$.
- The latest data in the 2008 Autumn Performance Report (also the baseline) were for 2006-07 and showed 1.2 million children in low income households benefiting from maintenance.
- Households Below Average Income data giving headline poverty figures for 2007-08 were published in May 2009 and although the children benefiting from maintenance figure has shown a small increase to 1.3 million it is still broadly flat.
- Recent policy reforms, including the establishment of the Child Maintenance and Enforcement Commission which became operational on 1 November 2008 and the full child maintenance disregard due to be implemented April 2010, are expected to have a positive effect, although it may not be possible to tell the impact these will have on the trends for this indicator during the CSR period given the time lag of the data.



One

Two

Three
Part 1
Part 2
Part 3
Part 4

Annex

Contents



DSO 2: Maximise employment opportunity for all

DSO summary statement

As for PSA 8, **some progress** can be reported on this DSO since the 2008 Autumn Performance Report. Improvement in one out of four indicators.

Indicator 1: Overall employment rate taking account of the economic cycle

Indicator 2: Gap between the employment rates of the following disadvantaged groups and overall rate: disabled people, lone parents, ethnic minorities, people aged 50 and over, the 15 percent lowest qualified, those living in the most deprived local authority wards

Indicator 3: Number of people on working age out-of-work benefits and proportion of people leaving Jobseeker's Allowance within 3, 6 and 12 months

Indicator 4: The proportion of people who leave benefit who stay off for a sustained period

- See PSA 8 for all indicators

[One](#)[Two](#)[Three](#)[Part 1](#)[Part 2](#)[Part 3](#)[Part 4](#)[Annex](#)[Contents](#)

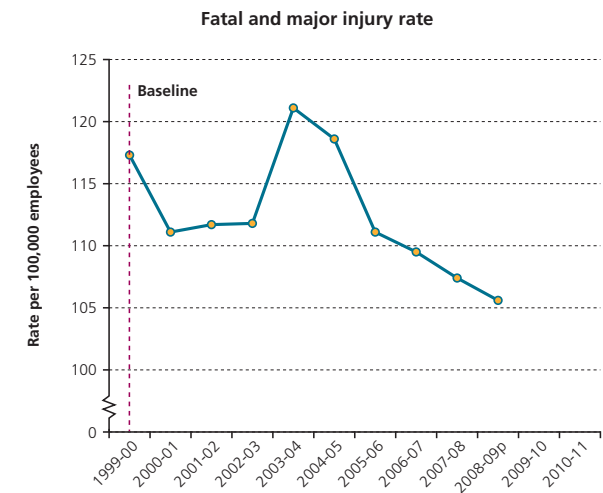
DSO 3: Improve health and safety outcomes

DSO summary statement

Some progress. Improvement in one out of three indicators. This assessment is based on a statistically significant improvement in the data for the fatal and major injuries indicator from 2007-08 to 2008-09. The indicators for work-related ill health and specified dangerous events show no statistically significant improvement over the same period. All three indicators, however, continue to move in a favourable direction.

Indicator 1: The incidence of fatal and major injuries in workplaces

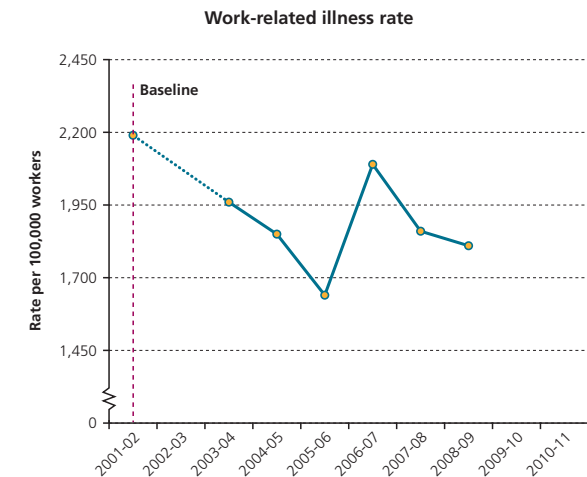
- This indicator is measured using all data on fatal and major injuries to employees reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, supplemented by data on reportable work-related injuries that have been self-reported via the Labour Force Survey.
- Progress is published each autumn as part of the annual publication of the health and safety statistics and in the Health and Safety Executive’s annual report.
- The rate of reported fatal and major injuries for 2007-08 was 107.4 per 100,000 employees (final).
- The rate for 2008-09 is 105.6 per 100,000 employees (provisional) and shows a statistically significant fall between 2007-08 and 2008-09.



DSO 3: Improve health and safety outcomes (continued)

Indicator 2: The incidence of work-related ill health

- This indicator is measured using self-reported work-related illness from a variety of sources including the Labour Force Survey and specialist surveillance scheme data. Progress is published each autumn as part of the annual publication of the health and safety statistics and in the Health and Safety Executive's annual report. The results are subject to sampling error/statistical uncertainty.
- The 2008 Autumn Performance Report recorded the 2007-08 Labour Force Survey incidence rate at 1,860 per 100,000 workers (95% confidence interval with a range 1,740 to 1,980).
- The latest data for 2008-09 shows a Labour Force Survey incidence rate of 1,810 per 100,000 workers (95% confidence interval with a range 1,690 to 1,940). This represents a reduction between 2007-08 and 2008-09, but the fall was not statistically significant. However, from baseline, the trend is moving in a favourable direction.



One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

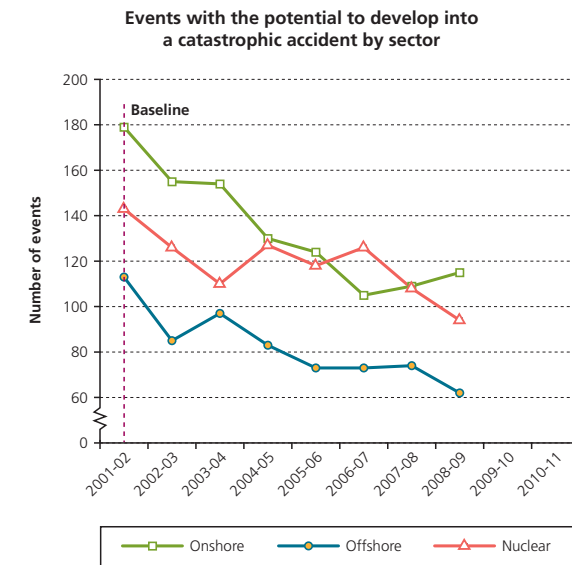
Contents



DSO 3: Improve health and safety outcomes (continued)

Indicator 3: The number of dangerous events in the nuclear industry and in the offshore and onshore oil and gas sectors

- This indicator is measured using data from reports on specified events made to the Health and Safety Executive. For the nuclear industry, these are events reported by licence holders which the Health and Safety Executive’s Nuclear Directorate judges as having the potential to challenge a nuclear safety system; major and significant hydrocarbon releases reported to the Health and Safety Executive by the offshore sector, and relevant reports made under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations for the onshore sector. Data are published in the Health and Safety Executive’s annual report.
- The final data for 2008-09 were: nuclear 94; offshore 61; and onshore 115.
- While the nuclear and offshore components of this indicator have shown reductions, when comparing full-year data 2007-08 to 2008-09, the falls are not statistically significant (taken individually, or the three collectively). The graph, however, shows that, to 2008-09, each component was moving in a favourable direction.



One

Two

Three
Part 1
Part 2
Part 3
Part 4

Annex

Contents



DSO 4: Promote independence and well-being in later life, continuing to tackle pensioner poverty and implementing pension reform

DSO summary statement

Some progress. Improvement in one out of three indicators. There has been some improvement in Indicator 1 since the 2008 Autumn Performance Report – the difference between the overall employment rate and the employment rate for those aged 50-69 has reduced significantly. Indicator 3 – the Enabling Retirement Savings Programme is on track to deliver a new personal accounts system and automatic enrolment in 2012. Data comparable to the baseline are still awaited for Indicator 2.

Indicator 1: The employment rate of those aged 50-69 and the difference between this and the overall employment rate

- See PSA 17 Indicator 1.

Indicator 2: The percentage of pensioners in low income

- See PSA 17 Indicator 2.

Indicator 3: Setting up of a personal accounts system and implementing automatic enrolment and mandatory employer contributions into qualifying workplace pension schemes

This indicator is measured against milestones for the Enabling Retirement Savings Programme – a large, complex programme to deliver a new personal accounts system and establishment of automatic enrolment in 2012.

Delivery plans for the programme remain on track against the milestones set out in the 2008 Autumn Performance Report. Progress to date includes:

- set up of the Personal Accounts Delivery Authority;
- Royal Assent to the Pensions Act 2008;
- commenced the procurement process for both Personal Accounts and the Employer Compliance Regime by publishing Contract Notices in the Official Journal of the European Union;
- commenced the competitive dialogue phase of procurement in April 2009;
- completed the consultation for the Batch 1 Regulations in June 2009 and published the Government response in September 2009;
- Delegation of Powers Regulations made in July 2009; and
- consultation on the Batch 2 regulations ran from September to November 2009.

One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

Contents



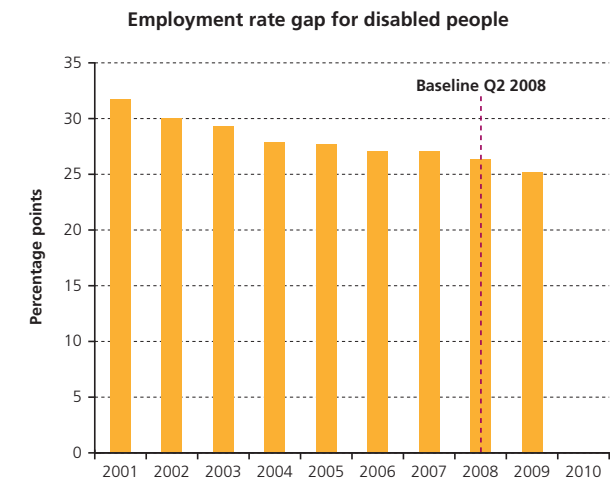
DSO 5: Promote equality of opportunity for disabled people

DSO summary statement

Not yet assessed. Baselines have been set for all three indicators. Data comparable to the 2008 Autumn Performance Report are available for one indicator.

Indicator 1: Gap between the overall employment rate and the employment rate of disabled people

- This indicator is measured by comparing the seasonally unadjusted employment rate for disabled people with the Great Britain unadjusted working age employment rate, both taken from the Labour Force Survey published quarterly by the Office for National Statistics. The 95% confidence interval is ± 1.4 percentage points. This indicator is also included in DSO 2 and PSA 8.
- The latest data for the 2008 Autumn Performance Report were for Quarter 2 2008 (also the baseline) when the gap between the employment rate of disabled people and the overall employment rate was 26.3 percentage points.
- Quarter 2 2009 data show that the gap between the employment rate for disabled people and the overall rate is 25.2 percentage points. This is an improvement, though not a statistically significant one.



One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

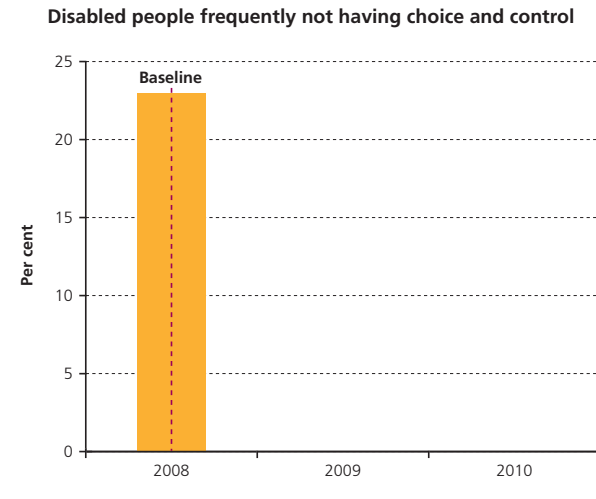
Contents



DSO 5: Promote equality of opportunity for disabled people (continued)

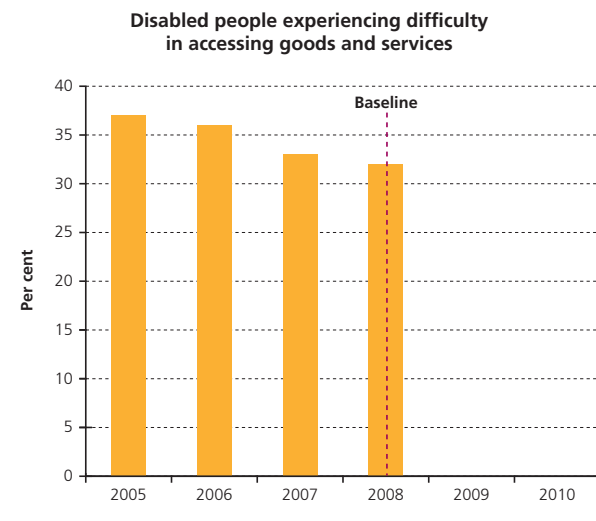
Indicator 2: Disabled people’s perception of the choice and control they have over their lives

- This indicator is monitored using the disability module on the Office for National Statistics Omnibus Survey which runs eight months out of every twelve. The eight months are aggregated yearly to provide robust statistics. Significant changes are estimated to be in the range of 2 to 3 percentage points or more.
- Baseline figures for this indicator were not available for the 2008 Autumn Performance Report but have now been set.
- Baseline data for 2008 showed that 23% of disabled people thought they did not frequently have choice and control over their life.
- Comparable data for 2009 will be available in January 2010.



Indicator 3: Access to goods and services for disabled people

- This indicator is monitored using the Office for National Statistics Omnibus Survey which runs eight months out of every twelve. The eight months are aggregated yearly to provide robust statistics. Significant changes are estimated to be in the range of 2 to 3 percentage points.
- Baseline figures for this Indicator were not available for the 2008 Autumn Performance Report but have now been set.
- Baseline data for 2008 showed that 32% of disabled people experienced difficulty in accessing goods and services.
- Comparable data for 2009 will be available in January 2010.



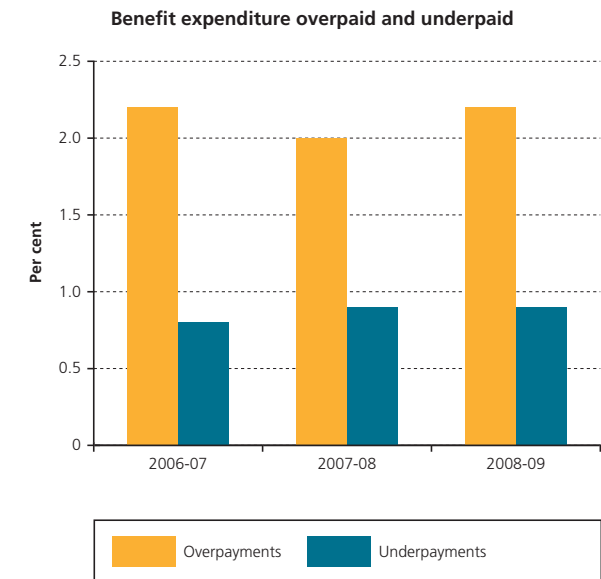
DSO 6: Pay our customers the right benefits at the right time

DSO summary statement

Some progress. Improvement in one out of two indicators. Data comparable with the 2008 Autumn Performance Report are available for both indicators. Based on the National Statistics data on fraud and error (Indicator 1) published in November 2009, overpayments are at the same level as the 2006-07 baseline (2.2%). There have been some rises in clearance time but performance has generally been maintained despite increased claim volumes.

Indicator 1: The proportion of benefit expenditure overpaid or underpaid due to fraud and error

- This indicator is measured using the Office for National Statistics Fraud and Error Report. Data are published every 6 months, each report covering a 12 month period. There is approximately a 7 month time lag from the end of the period. 95% confidence intervals are recalculated for each report.
- Data used for the 2008 Autumn Performance Report (also the baseline) were the 2006-07 figures for the Monetary Value of Fraud and Error. These show 2.2% of expenditure was overpaid and 0.8% of expenditure was underpaid.
- In its 2008-09 Business Plan the Department published a target to reduce benefit expenditure overpaid to 1.8% and underpaid to 0.7% by March 2011.
- The latest National Statistics estimate of Monetary Value of Fraud and Error covering April 2008 to March 2009 is 2.2% for overpayments and 0.9% for underpayments.
- Levels of fraud and customer error have increased, but official error remained at 0.6% despite a significant increase in benefit expenditure since 2006-07. Official error is at its lowest level since 2002-03.
- Improvements have been made to the measurement of Incapacity Benefit for fraud and customer error in order to provide a more robust estimate and may account for some of the change in fraud and customer error alongside real change.



One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

Contents



DSO 6: Pay our customers the right benefits at the right time (continued)

Indicator 2: Time taken to process new claims to benefits and changes in circumstances, including Housing Benefit and Council Tax Benefit

- The data for Jobseeker's Allowance (JSA); Income Support (IS); Incapacity Benefit (IB); Pension Credit (PC); Attendance Allowance (AA); Carers Allowance (CA); Disability Living Allowance (DLA); and the State Pension (SP) are in working days and are taken from the Department's internal Management Information System.
- The outturn figure is the overall in-year performance up to and including September for each year. Jobcentre Plus and the Pension, Disability and Carers Service have published processing time targets for new claims to current benefits and these are also shown in the table.
- Clearance time for Incapacity Benefit has risen since last year but the volume of cases has been reduced significantly as part of the transition to Employment and Support Allowance. Performance data for Employment and Support Allowance new claims will be available from April 2010.

Benefit	Outturn in September 2008 (days)	Outturn in September 2009 (days)	JCP/PDCS Business targets 2009-10
JSA new claims	10.0	10.2	11.5
JSA changes	3.3	3.9	
IS new claims	8.2	7.8	10
IS changes	2.1	2.2	
IB new claims	11.6	21.7	
PC new claims	14.6	16.1	15
PC Changes	5.1	5.8	
AA new claims	12.8	14.8	16
CA new claims	13.0	12.6	13.5
DLA new claims	29.8	33.5	38
SP new claims	93.1% within 60 days	97.8% within 60 days	95% within 60 days
SP Changes	93.2% within 15 days	96.6% within 15 days	

Notes:

- (i) Information on Housing Benefit/Council Tax Benefit is not currently available.
(ii) No published data are available for changes in circumstances for AA, CA, DLA.
(iii) This indicator applies to Great Britain.

One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

Contents



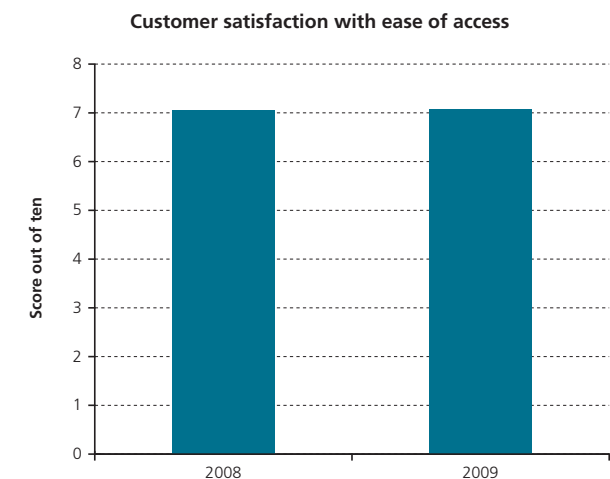
DSO 7: Make DWP an exemplar of effective service delivery

DSO summary statement

Some Progress. Improvement in four out of six indicators, albeit within the confidence intervals. Baselines have been set for all six indicators. Data comparable to the 2008 Autumn Performance Report are available for five out of six indicators. The Department's 2009 Customer Satisfaction Survey and management information about the volume and reason for customer contact has confirmed that the level of customer satisfaction and the level of effective contact have remained stable. This is a significant achievement given the challenge of delivering the services that the Department's customers need and expect during a recession.

Indicator 1: Ease of access: The level of customer satisfaction with the ease of access to DWP services

- This indicator is measured using the Department for Work and Pension's Customer Satisfaction Survey. Data are published annually. Confidence intervals are around ± 0.1 percentage points.
- The 2008 Autumn Performance Report provided a baseline score of 7.05 (on a scale of 1-10) for this indicator (set in March 2008).
- The 2009 Customer Satisfaction Survey provided a score of 7.07.



One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

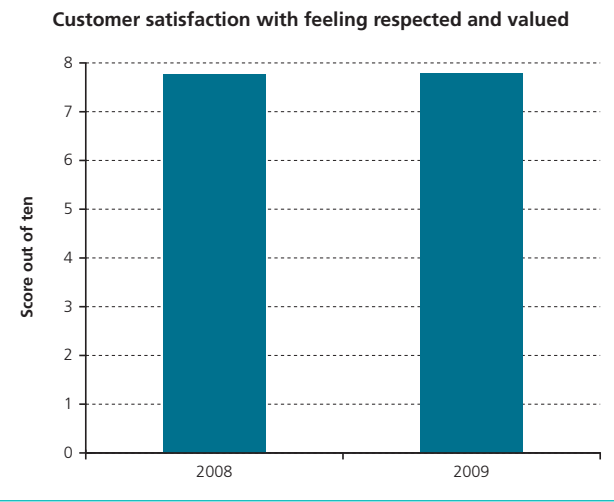
Contents



DSO 7: Make DWP an exemplar of effective service delivery (continued)

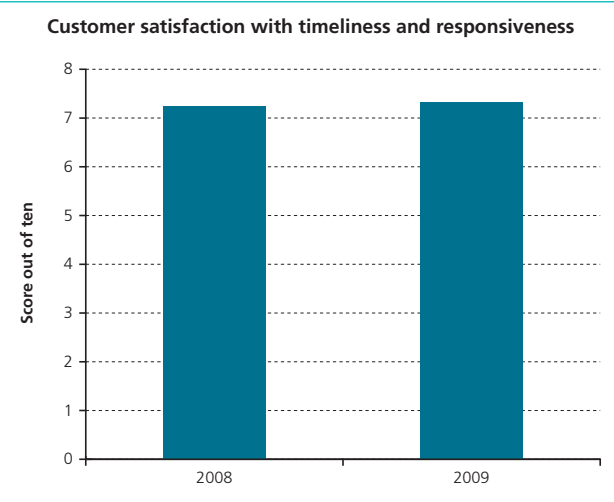
Indicator 2: Treatment: The level of customer satisfaction with feeling respected and valued

- This indicator is measured using the Department’s Customer Satisfaction Survey. Data are published annually. Confidence intervals are around ± 0.08 percentage points.
- The 2008 Autumn Performance Report provided a baseline score of 7.77 (on a scale of 1-10) for this indicator (set in March 2008).
- The 2009 Customer Satisfaction Survey provided a score of 7.79.
- There was a significant rise in satisfaction with regard to ‘helpful and polite staff’ and ‘staff treating customers with respect’.
- Treatment remains the most important aspect of customers’ contact with the Department and the one most closely linked to their satisfaction.



Indicator 3: Timely response: The level of customer satisfaction with the timeliness and responsiveness of service

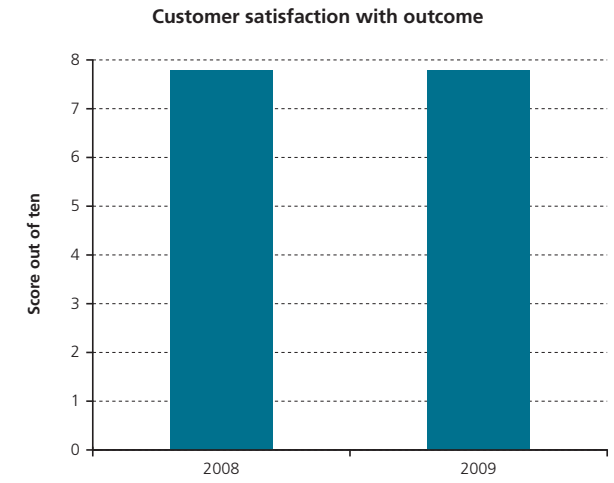
- This indicator is measured using the Department’s Customer Satisfaction Survey. Data are published annually. Confidence intervals are around ± 0.1 percentage points.
- The 2008 Autumn Performance Report provided a baseline score of 7.24 (on a scale of 1-10) for this indicator (set in March 2008).
- The 2009 Customer Satisfaction Survey provided an improved score of 7.33.



DSO 7: Make DWP an exemplar of effective service delivery (continued)

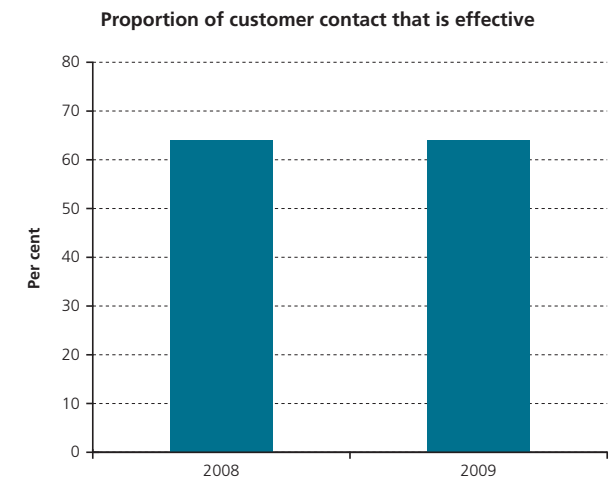
Indicator 4: Right outcome: The level of customer satisfaction with the outcome

- This indicator is measured using the Department’s Customer Satisfaction Survey. Data are published annually. Confidence intervals are around ± 0.08 percentage points.
- The 2008 Autumn Performance Report provided a baseline score of 7.78 (on a scale of 1-10) for this indicator (set in March 2008).
- The 2009 Customer Satisfaction Survey provided a score of 7.79.
- There was a significant rise in customers who were satisfied that the right outcome was reached; however, this was offset by the finding that satisfaction with finding employment remains relatively low, which is not unexpected given the current economic climate.



Indicator 5: Effective Contact: The proportion of customer contact that is necessary to enable customer needs to be met

- This indicator is measured using the Department’s internal customer contact management information.
- The 2008 Autumn Performance Report reported that data indicated that the level of effective customer contact was 60%. Subsequent validation of the 2008 data confirmed the level of effective contact as 64%.
- 2009 management information indicates that effective contact remains at 64%. This indicates that customer service levels are being maintained despite challenging circumstances.



DSO 7: Make DWP an exemplar of effective service delivery (continued)

Indicator 6: Employer satisfaction: The level of employers' satisfaction with the services we provide them

- This indicator is measured using the Department's Annual Employers Survey.
- The 2009 Employers Survey has provided a baseline score of 7.65 (on a scale of 1-10).
- Confidence intervals are around ± 0.2 percentage points.
- This score is based on scores of 7.77 for mean satisfaction relating to pensions and pay; 7.76 mean satisfaction with contact relating to recruitment, staff training and welfare issues; and 7.33 mean satisfaction with dealings with Jobcentre Plus to place a vacancy. These scores have then been weighted according to the percentage of employers who had contact with the Department in those areas.
- This is the first time that this indicator has been measured.

[One](#)[Two](#)[Three](#)[Part 1](#)[Part 2](#)[Part 3](#)[Part 4](#)[Annex](#)[Contents](#)

Part Three: Value for Money

▶ **3.8** The Department has a very substantial track record of delivering efficiency¹¹ and is committed to making further significant efficiencies over the 2007 Comprehensive Spending Review period. A revised Value for Money Delivery Agreement¹² was published earlier this year, which sets out the Department's commitment to achieving £1.4 billion of efficiency savings by 2011; the Department remains on track to meet that commitment.

▶ **3.9** During 2008-09 efficiency savings of £581 million were achieved. Approximately £300 million of the efficiencies were achieved through increases in staff productivity, made possible by the Department's Change Programme and other front-line process improvements. For example, the Department's Information Flows Programme delivered real improvements to the administration of Housing Benefit and Council Tax Benefit, contributing to efficiency savings of £28 million in real terms.

▶ **3.10** Other savings have included the establishment of a Shared Services organisation to provide shared corporate services to the Department, its executive agencies and other government departments, and implementation of the Department's Estates Strategy which saved £29 million in 2008-09. These changes have improved efficiency and the quality of the service offered to customers. This has proved invaluable in helping the Department respond to the significant increase in customer numbers caused by the recession.

▶ **3.11** Improvements to the services provided to customers have been, and continue to be, made through new initiatives including:

- **launching online services that allow far more jobseekers to make claims and get advice on benefits;**
 - Jobseeker's Allowance Online was successfully launched in August 2009.

Demand has been high and feedback from agents and customers is very positive. The service has been described as "easy to use" and "extremely easy to follow";

- since September 2009 customers have been able to access information and advice online by using the Benefits Adviser Service via the Directgov website. As well as checking eligibility for benefits, pensions and tax credits, customers can input potential future changes to their circumstances;
- **improving access for customers using the telephone;**
 - all Jobcentre Plus contact centres are now linked into a single network, meaning customers have their calls answered more quickly by staff with the appropriate skills. This improved service also covers customers contacting the Future Pension Centre and applying for crisis loans from the Social Fund;

¹¹ The Department delivered £1,446 million (£1,068 million cashable) of value for money savings during Spending Review 2004 against a target of £960 million (at least £480 million cashable).

¹² <http://www.dwp.gov.uk/docs/delivery-agreement-may-2009.pdf>

- **ensuring that customers only need to provide some key pieces of information to the Department once;**
 - since May 2009 working-age customers have only had to notify us once of a change of address or method of payment regardless of the number of benefits claimed. Changes are normally processed on the same day rather than up to seven days later;
 - since September 2009 the service offered to people reporting the death of a pension age customer has also improved with information only having to be provided once and no longer needing to be supported by a death certificate. This will remove some 40,000 pieces of paper and 225,000 customer contacts each year; and
- **making Lean improvements to processes that have freed up staff to be redeployed to where customer demand is greatest;**
 - the use of Lean techniques has allowed the redeployment of many staff across the Department to meet customer demand in other areas.

▶ **3.12** The Department also has a strong record of collaborating with other parts of the public sector to maximise value for money through joined-up procurement. It has led a number of cross-government collaborative negotiations, currently leads on two cross-government collaborative strategies – for information and communications technology and professional and technical services – and is fully engaged with the Office of Government Commerce on a number of other procurement strategies.

▶ **3.13** Departmental Strategic Objective 7 has indicators which measure customer satisfaction, effective customer contact and employer satisfaction. They show that customer satisfaction has remained stable in 2009 compared to the 2008 baseline.

▶ **3.14** Efficiency savings achieved to date are cash releasing, sustainable and reported net of costs and do not include any of our over-delivery against Spending Review 2004 targets. They also fulfil the National Audit Office's criteria for recognising efficiencies. All efficiencies will be reviewed

by the National Audit office, which will report on each Department's progress during the 2007 Comprehensive Spending Review period. Savings are also to be reviewed as part of the Department's annual internal audit of its performance reporting process.

▶ **3.15** The Lyons relocation programme runs to 2010, but the Department completed its programme in 2008, relocating 4,069 posts from London and the South East against the target of 4,000. In addition the Health and Safety Executive are in the process of relocating around 250 further posts from London to Bootle.

One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

Contents



Part Four: Spending Review 2004 Public Service Agreements

▶ **3.16** This section provides an assessment of the Department's achievements against the Public Service Agreement targets which are outstanding from the Department's 2004 Spending Review settlement.

Spending Review 2004 Public Service Agreement 3b

As a contribution to reducing the proportion of children living in households where no one is working, by 2008: increase the number of children in lower-income working families using formal childcare by 120,000 (joint target with Department for Children, Schools and Families)

▶ **3.17 Not met (final assessment).** The aim was to increase the number of children in lower-income working families using formal childcare by 120,000 by 2008 from a 2005 baseline of 615,000. In 2008, 177,000 fewer children from lower-income working families were accessing formal childcare compared to 2005 although the proportion using formal childcare from lower-income working families remained the same.

Spending Review 2004 Public Service Agreement 4a

As part of the wider objective of full employment in every region, over the three years to spring 2008, and taking account of the economic cycle: demonstrate progress on increasing the employment rate (joint target with HM Treasury)

▶ **3.18 On course.** The baseline for the Spending Review 2004 target is Quarter 2 2005 (April-June 2005), at which time the employment rate for the working-age population of Great Britain was 74.9%. The employment rate in Quarter 2 2008 remained unchanged at 74.9%.

▶ **3.19** The economic cycle judged to have started in the first half of 1997 ended during the second half of 2006.

▶ **3.20** The second half of 2006 represents the most recent adjudged on-trend point and so estimates of the trend employment rate since this point are not yet available. It is therefore not yet possible to make a final assessment of this target.

One

Two

Three

Part 1

Part 2

Part 3

Part 4

Annex

Contents





Annex

Contributions to other
Departments' Public Service
Agreements

This annex shows the Department for Work and Pensions' contributions to Public Service Agreements led by other Government Departments. Full information can be found in each Department's Autumn Performance Report.

PSA	Lead	Key supporting activities undertaken by the Department for Work and Pensions
PSA 2 – Improve the skills of the population, on the way to ensuring a world-class skills base by 2020.	Department for Business Innovation and Skills	<p>With Business, Innovation and Skills (BIS), joint lead on integrating employment and skills services to be more responsive to the needs of individuals and employers.</p> <ul style="list-style-type: none"> • Introduced trials of an integrated service in 12 areas in England. • Proposals are being developed for national implementation of the integrated service, based on evidence from the trials from autumn 2010. <p>Joint working by the two Departments and their delivery agents has enabled the development and delivery of a range of work-focused training opportunities which ensures that disadvantaged customers get the preparation and training that enable them to meet employers' needs and expectations. From April 2009 help through Local Employment Partnerships has been available to the recently redundant as well as the original priority groups.</p>
PSA 3 – Ensure controlled, fair migration that protects the public and contributes to economic growth.	Home Office	<p>The Department supports the increase in the number of removals through joint working on illegal working operations. The Department is working with the UK Border Agency to identify cases of mutual interest where benefit fraud is involved.</p> <p>The Department is working with the Home Office on measures to control European Economic Area nationals' access to benefits.</p> <p>The Department supports the role that effective management of migration can play in reducing the number of hard-to-fill vacancies in certain occupations by providing information on the UK labour market and the up-skilling strategy for the UK workforce.</p>

One

Two

Three

Annex

Contents



PSA	Lead	Key supporting activities undertaken by the Department for Work and Pensions (continued)
PSA 7 – Improve the economic performance of all English regions and reduce the gap in economic growth rates between regions.	Department for Business Innovation and Skills	<p>The Department's support follows the individual, so regions with higher rates of worklessness receive a greater level of support from Jobcentre Plus to address supply-side labour market issues.</p> <p>Area-based initiatives such as the City Strategies and Working Neighbourhoods Fund target resource at the most deprived areas. The Future Jobs Fund has been set up to stimulate demand and ongoing work with Business Innovation and Skills will identify how the Department can strengthen its contribution to improved economic performance.</p>
PSA 9 – Halve the number of children in poverty by 2010-11, on the way to eradicating child poverty by 2020.	HM Treasury	<p>The Department is providing increased support to help lone parents move into and remain in work through lone parent obligations, work-focused interviews, New Deal for Lone Parents, a support package which includes In-Work Credit, and testing additional support for couples with children in the New Deal Plus pilot areas.</p> <p>The Department is introducing a full child maintenance disregard in April 2010. This will result in any maintenance paid being kept by the person with care of the children.</p>
PSA 14 – Increase the number of children and young people on the path to success.	Department for Children Schools and Families	<p>The Department directly influences the PSA 14 indicator to reduce the proportion of 16 to 18-year-olds not in employment, education or training by supporting young people into work, particularly young people claiming benefits.</p> <p>In April 2009 the Department introduced mandatory fast tracking to Stage 3 of the Jobseeker's Allowance regime for 18-year-olds who have not been in employment, education or training for six months. In response to the recession the Department has increased support for young people through the mandatory Young Person's Guarantee and the Backing Young Britain campaign.</p>

One

Two

Three

Annex

Contents



PSA	Lead	Key supporting activities undertaken by the Department for Work and Pensions (continued)
PSA 15 – Address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief.	Government Equalities Office	The Office for Disability Issues which operates within the Department is working across Government to support implementation of the Independent Living Strategy. The Government is legislating for the 'right to control', which will increase choice and control for disabled adults by allowing them to choose how selected state funding is used to meet agreed outcomes.
PSA 16 – Increase the proportion of socially excluded adults in settled accommodation and employment, education or training.	Cabinet Office	The Department is continuing to develop and expand the support it provides to help socially excluded people gain employment. For the purposes of this Public Service Agreement these are adult offenders under probation supervision, adults with moderate to severe learning disabilities, adults in contact with secondary mental health services and young people leaving care. The Department's contribution includes reform of mainstream and specialist employment provision to better serve people in these groups, such as the transformation of Workstep into the more flexible Work Choices programme by October 2010 and the introduction of the more personalised Flexible New Deal. More details on the performance of the Public Service Agreement can be found at http://www.cabinetoffice.gov.uk/reports/psa/autumn_delivery.aspx
PSA 20 – Improve long-term housing supply and affordability.	Department for Communities and Local Government	<p>The Department delivers welfare benefits and support with job seeking, which help people to access and maintain housing. The Department is committed to reforming the Housing Benefit system which helps low-income households afford decent accommodation.</p> <p>In April 2010 the Department will introduce a new Housing Benefit subsidy scheme for customers placed by local authorities into temporary accommodation. This will encourage more local authorities to charge reasonable rents to these customers, offer better value for money, and support work incentives.</p>

One

Two

Three

Annex

Contents



PSA	Lead	Key supporting activities undertaken by the Department for Work and Pensions (continued)
PSA 23 – Make communities safer.	Home Office	The Department aims to increase employment, which helps to reduce disadvantage and the causes of crime. The Department and Jobcentre Plus are working with the Ministry of Justice, the National Offender Management Service and Business Innovation and Skills on a number of initiatives to improve employment outcomes for offenders, including supporting the National Offender Management Service to deliver a new single caseworker pilot in England aimed at helping offenders get the support they need, and overcome barriers to employment on leaving prison or probation.

One

Two

Three

Annex

Contents



This publication can be accessed online at:

**[http://www.dwp.gov.uk/docs/
autumn-performance-report-09.pdf](http://www.dwp.gov.uk/docs/autumn-performance-report-09.pdf)**

For further information about this publication, contact:

Planning and Performance Management
5th Floor
Caxton House
Tothill Street
London SW1H 9NA

Email: joy.prince@dwp.gsi.gov.uk

ISBN: 978-1-84947-144-2

© Crown Copyright 2009

Published by the Department for
Work and Pensions

22 December 2009

www.dwp.gov.uk

