

## The New Performance Framework

As part of the Comprehensive Spending Review in October 2007, a **new performance framework** has been put in place. The new framework emphasises **cross departmental working** and through a reduced set of Public Service Agreements **increases the focus on the Government's main priorities**.

### Public Service Agreements 2008-11

Each Public Service Agreement has a lead Department whose Secretary of State will have overall accountability for delivery. Other Government Departments will then contribute to any PSAs where they have a relevant interest.

The Secretary of State for Work and Pensions will lead on two Public Service Agreements: **“Maximise Employment Opportunity for All”** and **“Tackle poverty and promote greater independence and wellbeing in later life”**.

The Department for Work and Pensions will then contribute to nine further PSAs, which are led by other Government Departments. These are:

- Halve the number of children in poverty by 2010-11, on the way to eradicating child poverty by 2020.
- Increase the number of children and young people on the path to success.
- Increase the proportion of socially excluded adults in settled accommodation and employment, education or training.
- Make communities safer.
- Improve the economic performance of all English regions and reduce the gap in economic growth rates between regions.
- Improve long-term housing supply and affordability.
- Improve the skills of the population, on the way to ensuring a world-class skills base by 2020.
- Ensure controlled, fair migration that protects the public and contributes to economic growth.
- Address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief.

The Department will also have an important role in contributing to the delivery of the Service Transformation Agreement published alongside the PSAs as part of the Comprehensive Spending Review.

HM Treasury has published [all PSA delivery agreements](#) on their website.

## **DWP Departmental Strategic Objectives and Indicators 2008- 2011**

### **Departmental Strategic Objectives will now sit alongside the Cross government Public Service Agreements.**

The Department also published at the launch of the CSR its new Strategic Objectives **covering the entire work of the Department**. Departmental Strategic Objectives will also underpin Public Service Agreements where the Department is responsible for delivering outcomes under the Agreements.

Departmental Strategic Objectives are **comprehensive** and represent the fundamental **purpose** and **future direction** of the Department.

Beneath the Objectives sit **Indicators** which are the **key indicators** of progress and **measures of success** against each of the Departmental Strategic Objectives.

### **The Vision of the Department 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; and
- provide greater choice and personalisation and higher quality of service for customers where it is in their interests and those of the taxpayers.

## **Departmental Strategic Objectives**

The strategic objectives of the Department, within the resources available to it, are to:

### **1: Reduce the number of children living in poverty**

#### Indicators

- Number of children living in workless households.

- Number of children benefiting from child maintenance, particularly those living in low income households.

## **2: Maximise employment opportunity for all and reduce the numbers on out-of-work benefits**

### Indicators

- Overall employment rate.
- Gap between the overall employment rate and the employment rates of disabled people, lone parents, ethnic minorities, the over fifties, those with no qualifications, people living in the most deprived wards and those most likely to be socially excluded.
- Number of people on out-of-work benefits<sup>1</sup>.
- Time people spend on out-of-work benefits<sup>2</sup>.

## **3: Improve health and safety outcomes**

### Indicators

- Incidence of fatal and major injuries in workplaces.
- Incidence of work-related ill-health.
- Number of dangerous events in the nuclear industry, and in the offshore and onshore oil and gas sector.

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

### Indicators

- Employment rate of those aged 50-69 and the difference between this and the overall employment rate.
- Percentage of pensioners in low income.

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1 This includes the main out-of-work client group categories (unemployed people on Jobseekers Allowance, Lone Parents on Income Support, Incapacity Benefits customers, and others on income-related benefits with the exception of carers who are not subject to activation policies in the same way as other groups).

2 This includes the main out-of-work client group categories (unemployed people on Jobseekers Allowance, Lone Parents on Income Support, Incapacity Benefits customers, and others on income-related benefits with the exception of carers who are not subject to activation policies in the same way as other groups).

- Implementation of the setting up of a personal account system and implementing automatic enrolment and mandatory employer contributions into qualifying pension schemes.

## **5: Promote equality of opportunity for disabled people<sup>3</sup>**

### Indicators

- Disabled people's perception of the choice and control they have over their lives.
- Gap between the overall employment rate and the employment rate of disabled people.
- Access to goods and services for disabled people.

## **6: Pay our customers the right benefits at the right time**

### Indicators

- Proportion of benefit expenditure overpaid or underpaid due to fraud and error<sup>4</sup>.
- Time taken to process new claims to benefits, and changes in circumstances, including Housing Benefit and Council Tax Benefit<sup>5</sup>.

## **7: Make DWP an exemplar of effective service delivery to individuals and employers**

### Indicators

- Proportion of our customers who understand how DWP can help them.
- Proportion of our customers whose initial contact leads directly to resolution of their needs.
- Time taken to meet our customers' needs.

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<sup>3</sup> The title of this Strategic Objective has been altered from the one published in the 2007 CSR to reflect machinery of government changes.

<sup>4</sup> 'Benefit' includes all DWP benefits, including Housing Benefit and Council Tax Benefit.

<sup>5</sup> The benefits are: Income Support, Jobseeker's Allowance, Incapacity Benefit, Attendance Allowance, Carers Allowance, Disability Living Allowance, State Pension Credit, State Retirement Pension, Housing Benefit and Council Tax Benefit.

- Proportion of our customers who believe that DWP/Government is providing them with the help they need.
- Proportion of our customers who feel respected and valued.
- Views of employers on the services we provide to them.