

DWP Open Data Strategy

June 2012

DWP Open Data Strategy: Contents

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Background

The Department for Work and Pensions

1. The Department for Work and Pensions (DWP) has an ambitious agenda of reform which aims to create a new welfare system for the 21st century; to transform the opportunity for people without jobs to find work and support themselves and their families; and to ensure that the most vulnerable in society are protected.
2. Our reforms will:
 - tackle poverty and welfare dependency through a simplified welfare system that encourages and incentivises people to find work, rewards responsible behaviour and protects the most vulnerable;
 - promote high levels of employment by helping people who are out of work, including people in disadvantaged groups, to move into work;
 - help people meet the challenges of an ageing society and maintain standards of living in retirement;
 - provide opportunity, choice and independence to enable disabled people to take an equal role in society
3. Each day the Department touches the lives of millions of people and provides critical services to people, day in, day out. On an average day, through a national network of around 870 offices, we help around 6,600 people move into work, process nearly 30,000 claims to benefit, issue over 2,900 pension forecasts on request, and make just under three million payments.
4. The Department employs over 100,000 staff (including CMEC and HSE) who help to improve the lives of millions of people throughout the UK and many who now live abroad. We help them to find work, pay their pensions and benefits, and safeguard their health and safety.
5. The scale of these operations requires the collection of significant amounts of personal information from citizens whenever they interact with the Department. DWP manages large IT, estates, telephony and back to work programmes all provided under contract by the private sector.
6. Information is at the heart of everything we do in DWP. Across the Department, we use information daily to:

- help shape our strategic direction and inform policy development;
 - tackle poverty, help achieve disability equality and to promote health and safety at work; help move people into work, inform decisions we make about customers' pension and benefit claims, prevent fraudulent claims and support fraud investigations and prosecutions; and
 - tell us how well we are doing.
7. The Department already tracks and publishes progress against its reform agenda using a series of impact indicators which flow from the Department's annual Business Plan. The Transparency measures in the Business Plan can be found here
- <http://www.dwp.gov.uk/publications/corporate%2Dpublications/dwp%2Dbusiness%2Dplan%2D2011%2D2015/>
8. In addition there are specific Work Programme indicators which can be found here <http://www.dwp.gov.uk/docs/other-data-indicator-measurement-annex-jan12.pdf> and finally recent Work Programme data can be found here
- <http://statistics.dwp.gov.uk/asd/index.php?page=wp>

Transparency - introduction

9. Transparency is key to improved outcomes and productivity in our public services. Public reporting of data promotes higher quality and more efficient services, choice and accountability. Transparency is a driver of economic growth because it enables the development of tools to support users, commissioners and providers of public services.
10. This Open Data Strategy will be kept under review – it is essential that public services are consistently pro-active in publishing information to help citizens make the best decisions and routinely appraise their success in delivering meaningful transparency to their users.
11. This Strategy summarises the data sets which are already routinely published and makes commitments to the publication of new data sets that will improve the transparency of the public service. At the same time, it commits to providing data that is of good quality so that it can be used for effective comparison and to publishing information in a format which is as accessible possible.
12. The Department's **Information Strategy** is based on the Cabinet Office Information Principles for the Public Sector which in turn

supports the Department's Open Data Strategy. A copy of the Information Strategy has been published. We will build on an already strong record of openness to be more transparent in everything we do, with transparency a key operating principle for the Department. We will ensure our customers and the general public see more of the information we use to define our service delivery, the impact that our programmes and activities are having and how efficient and effective we are being. Published data will also be made available through data.gov.uk, the single online portal for central and local government data.

13. A key element of the government's open data strategy is to go beyond existing Open Data commitments by helping to stimulate the market place for the reuse of public sector information by creating new commercial opportunities. The Department will take this forward by using the Welfare Sector Transparency Board to collaborate with industry and academia to identify new data sets that might be suitable for commercial reuse. The Board includes members from the financial services sector, employment related service providers, academia, the Information Commissioner's Office, the Demographic Users Group and Citizens Advice Bureau. Details of the membership of this Board, action notes of meetings are published on the DWP Transparency website.

14. A summary of the new data releases referred to in the chapters below is at Annex A. Key DWP impact indicators, which also feature separately in the Department's 2012/13 Business Plan are also included.

Chapter 1

Big Data

1. **Big Data** is information which is routinely collected and held by DWP as part of its everyday activities including client datasets. This Chapter describes the wealth of 'Big Data' that the Department currently collects, re-uses and publishes, current new initiatives and finally our Growth Review commitments **A list of all these new commitments is at Annex A.**
2. **Big Data is not personal data.** The privacy of our customers' personal data is paramount. Transparency is not about releasing personal information, in fact protecting privacy is vital to delivering successful and effective improvements in transparency. Privacy and transparency are only compatible where privacy is securely protected at every stage.
3. The Department takes its obligations under the Data Protection Act very seriously. All personal data is held securely and only accessible within the Department by those staff who have a legitimate business need to do so. We set out what we do with customer's personal data here <http://www.dwp.gov.uk/privacy-policy/>
4. No data that is released into the public domain for wider re-use will include personal data. All data sets for publication are routinely carefully prepared to ensure that personal data is always excluded.

Big Data which the Department currently collects, re-uses and publishes

5. The Department already makes a significant amount of information about its service delivery available publicly – see: <http://www.dwp.gov.uk/about-dwp/what-we-do/transparency/>. In summary we release:
 - regular statistics on poverty, income equality and on fraud and error in the benefits system;
 - an extensive range of detailed statistics about people who receive financial support through benefits and state pensions, and those who are helped to find work through its employment and training programmes. Much of this information is available for local authorities and parliamentary constituencies and, in some cases, lower geographical levels;
 - a range of indicators on the performance of our delivery businesses, including claims processing, customer and employer satisfaction and labour market services;

- information relating to benefit expenditure data; policy publications explaining how we take forward Government plans; corporate publications about how we are functioning as a Department; and consultation exercises to obtain public views and feedback on legislative and other issues; and
 - a significant body of research, which, together with our statistical output, is a key element in providing the evidence needed to inform Departmental strategy, policymaking and delivery.
6. We will look critically at how we can improve the amount and value of available information, including publishing it in line with Public Data Principles.
7. Pending the introduction of the proposed Right to Data legislation in the Protection of Freedoms Bill, we will respond positively to requests by the public for the release of additional datasets. These can be made in several ways, including via:
- the OPSI Public Sector Information unlocking service (<http://unlockingservice.data.gov.uk> and
 - the www.data.gov.uk and DWP websites
8. We are also
- promoting our approach to transparency through the DWP website, and the Welfare Sector Transparency Board to encourage developers and data businesses to engage with us on data that interests them;
 - highlighting the publication of new data in this strategy (see Annex A) and the impact indicators in our Departmental business plan
 - working across business areas with Arm's Length Bodies for which we are responsible, to ensure transparency is recognised as a key operating principle and information routinely published, for example by making transparency a condition of finance.
 - publishing more data on data.gov.uk For example, who does what in Whitehall, how the Department spends taxpayers money and details of DWP contracts, business plans and Ministerial meetings, For more information see
 - http://data.gov.uk/search/apachesolr_search?page=6&filters=ss_cck_field_publisher%3A%22Department%20for%20Work%20and%20Pensions%20%22

DWP procurement

9. DWP has a positive position to reflect in relation to work undertaken to date on procurement transparency to support Open Data. Primarily the data we publish on procurement activity is about expenditure transactions and procurement activity leading to contract awards. It is therefore mainly of benefit to citizens in terms of public accountability and to our markets/suppliers in terms of understanding our requirements and future business opportunities. We already publish monthly payments above £25k every month on our own web site and on the Data.Gov.UK website. These reports range between 18,000 to 22,000 lines of information and cover values of around £360 million. We publish more procurement data than any other government department.
10. In line with Cabinet Office policy, we publish all Government Procurement Card payments above £500 on the DWP web site and on the Data.Gov web site.
11. DWP has published Quarterly Data Summaries (QDS) from July 2011, covering monthly spend by DWP and our Arms Length Bodies. QDS include breakdowns of expenditure on estates, ICT, SME, the Voluntary and Community Sector and unit prices that DWP pays for paper, energy and desktop provision. This data serves accountability and allows some efficiency comparisons to be made. QDS data also includes the cost of the procurement function which also allows for efficiency comparisons. DWP is one of two departments (the other is Dept of Health) which provides data for all procurement QDS fields.
12. DWP's policy is to publish Live Opportunities, Tender Documents, Award Notices and Contracts on Contracts Finder for all contracts above £10k in value. We remain compliant with Cabinet Office policy relating to SMEs and our Contracts Finder tool. In publishing Tender Documentation DWP is taking action to capture more reliable and clearer information.

Validation checks by third parties using DWP data

13. DWP is the guardian of a rich source of social data and when combined with HMRC data it is not only further enriched but potentially very sensitive. DWP therefore manages the use of this data with the full rigour of confidentiality and the law but simultaneously endeavours wherever possible to enable the best use of information both within DWP and across government. Examples where we have enabled information use to help customers with access to their full entitlements or services include:
 - Free School Meals. The legislation for this is owned by the Department for Education. DWP provides an automated

response for customers who apply for free school meals based a simple yes/no answer against the criteria. This includes a check against a group of social security benefits and tax credit data (where we act as HMRC's data processor for the purpose). This reduces the verification burden on the customer and streamlines the application process by providing a verification hub spanning data held by three departments and local authorities.

- Access to the reduced cost BT telephony service (Social Telephony) and DVLA first time applicants for driving licences are other examples where the Department uses the informed consent of the customer to provide an automated yes/no response to relevant benefit status reducing the customer's verification burden.

14. Where necessary the Department has been at the forefront of seeking appropriate legislation to ensure that its information can be used appropriately for the customer's benefit. An example of this is the Digital Switchover that could have left vulnerable people without important streams of information and social interaction. In a similar vein we have helped some of the most needy to receive refunds of energy costs (more on this below). In these examples DWP has worked with private industry to deliver real benefits to the financially vulnerable.
15. New variations on these themes that are being considered include helping disadvantaged and vulnerable groups who are using or subject to court procedures; civil and criminal legal aid, and remission of court fees to ensure that vulnerable individuals are not placed in hardship when being sentenced for lack of supporting financial evidence. We are also working with other government departments to help ease the information burden, whether it is to register as electors or to receive speedy reassurance that care provisions can be financed.
16. The Warm Home Discount scheme is a four-year Department of Energy and Climate Change (DECC) scheme that runs from April 2011 to March 2015 to help low-income and vulnerable households with energy costs. The scheme will be worth up to £1.1bn over the next four years and we expect around 2 million low-income and vulnerable households will be assisted annually. The funding will come from the participating energy suppliers.
17. The Department has worked with DECC to deliver rebates of energy bills for low income pensioners through data matching Energy Supplier records to DWP customers using regulations under the Pensions Act 2008.. The data matching approach was successfully tested in 2010 with the Energy Rebate Scheme. Over 200k DWP Pension Credit customers benefited from a rebate of £80.

18. The scheme has a 4 year delivery programme. We expect over 660,000 pensioners will receive a rebate of £120 in 2011/12 as a result of the Core Group element of the scheme. Through successful analytical data around 80-90% of eligible customers will receive the rebate automatically (e.g. without having to claim). Those customers not found automatically will be contacted by government advising them to use a dedicated helpline to check their entitlement. For the subsequent three years the value of the rebate and the eligible group will increase.

Surveys (research and policy evaluation)

19. DWP is responsible for two large-scale household surveys. The Family Resources Survey and the Life Opportunities Survey and is a major funder of the Wealth and Assets Survey. Datasets are available from the UK Data Archive for use by researchers and we intend to continue working with the UK Data Archive to release datasets.

20. **The Family Resources Survey** provides facts and figures about the living conditions and resources of people in the UK today. This includes information on income and state support receipt, tenure, savings and investments, carers and disability, occupation and employment. More information can be found here <http://research.dwp.gov.uk/asd/frs/>. The end user licence is available to researchers via the UK Data Archive.

21. **The Life Opportunities Survey** is a longitudinal survey and compares how disabled and non-disabled people participate in society in a number of areas such as work, education, living standards, leisure, transport, social contact, accessibility of housing and accessibility outside the home. The Survey aims to identify the reasons why people do not take part in these areas as much as they would like to. It also explores topics such as use of public services and experience of discrimination and crime. More information can be found here <http://odi.dwp.gov.uk/disability-statistics-and-research/life-opportunities-survey.php> . ONS make end-user and special user licence datasets available to researchers via the UK Data Archive.

22. **The Wealth and Assets Survey** is jointly funded across government and is also a longitudinal household survey, which aims to address gaps identified in data about the economic well-being of households by gathering information on, among other things, level of savings and debt, saving for retirement, how wealth is distributed among households and factors that affect financial planning. More information can be found here <http://www.ons.gov.uk/ons/rel/was/wealth-in-great-britain-wave-2/2008-2010--part-1-/index.html> ONS make end-user and special user licence datasets available to researchers via the UK Data Archive.

23. DWP is also a major contributor to the Annual Population Survey (APS), produced by the Office for National Statistics (ONS). The APS is an extension of the Labour Force Survey (LFS), where the sample is boosted by additional respondents and combined into an annual rather than quarterly dataset. This allows more robust analysis than the LFS for smaller geographical areas and subgroups of the population. Both APS and LFS include information on demographic and household characteristics, employment and labour market activity, education and health. More information is available from <http://www.ons.gov.uk/ons/guide-method/user-guidance/labour-market-statistics/index.html>. ONS make end-user and special-user licence datasets available to researchers via the UK Data Archive (<http://www.esds.ac.uk/findingData/apsTitles.asp>). In addition, user-defined tabulations of APS data are available from the Nomis website (<https://www.nomisweb.co.uk/>), and data is used in a number of ONS publications.

Work and Pensions Longitudinal Study

24. Introduced in January 2004, and subsequently enhanced, the Work and Pensions Longitudinal Study (WPLS) links benefit and programme information held by DWP on its customers, with employment records from Her Majesty's Revenue & Customs (HMRC).

25. The WPLS has significantly improved the Department's analytical evidence base and its operational effectiveness. It supports the Department's agenda for Child Poverty, Welfare-to-Work and Retirement Income planning policy, and enables the Department to find out more about what works and what does not. This allows us to target our resources to the appropriate people, in the appropriate way.

26. The WPLS is used to perform a range of statistical and research analyses, and some limited operational purposes and enables the Department to evaluate the effectiveness of its businesses. For example it:

- provides statistics, management information and research on the success of Jobcentre Plus in helping people into work and keeping them in work;
- helps to evaluate individual policies and their impact in the short, medium and long-term;
- determines the family unit for pensioners to establish overall pensioner income from benefits;
- aids in the investigation of fraud; and enables us to improve how we target clients through marketing initiatives

27. In recent years the DWP has used the WPLS to :

- match data to support Pension Credit take-up campaigns;
- better understand people who work beyond state pension age as part of our research into retirement planning and to assist the development of pensions policy;

- understand the links between savings held and the benefits system in retirement and how people are using or accumulating savings in retirement

28. DWP publish aggregate data from the WPLS via its on-line Tabulation Tool which can be accessed at <http://83.244.183.180/100pc/tabtool.html>

Current DWP initiatives that will deliver new or improved Big Data

The Work Programme

29. The Work Programme is an integrated package of support providing personalised help for people who find themselves out of work based on need rather than benefit claimed. DWP is fully committed to offering a transparent view of performance and value for money across all Contracted Employment Provision. Statistics on referrals and attachments to the Work Programme have recently been published via an on-line tabulation tool allowing anyone who accesses it to produce their own bespoke breakdowns of the statistics.
30. The characteristic breakdowns that will be available on those being referred to the Work Programme and attached to a provider are: age, gender, disability indicator, ethnicity, primary health condition (for ESA customers), lone parent status (for JSA and IS claimants) and Customer Payment Group
31. There will also be capacity to aggregate data by lower level geography: contract, contract package area, local authority, parliamentary constituency and jobcentre plus district.
32. Statistics on job outcomes and sustainment payments will be released from Autumn 2012 with the same aggregation functions being available. DWP is also committed to publishing similarly for any future procurement of Contracted Employment Provision. See Annex A.

National Fraud Authority

33. DWP is actively supporting the development of the National Fraud Authority's (NFA) intelligence sharing roadmap. IRIS will form one of the public sector hubs which will facilitate new data shares with other public and private sector counter-fraud bodies. DWP are continuing to work closely with the NFA in designing the intelligence sharing architecture and the legal framework.

The National Census

34. DWP will provide individual record level data to the Office for National Statistics to improve published population statistics. Administrative data will be used to validate population statistics being produced from the census of population. This should increase the accuracy of the statistics and confidence in them. Data will also be used to assess the feasibility of alternative approaches to the census, including producing population statistics from administrative data. This has the potential to increase their accuracy, timeliness and frequency.

Commercial

35. The Department's E Procurement system, which is being rolled out in 2012, will provide a new source for tender and contract information.

New Big Data commitments including Growth Review measures

36. Annex A summarises the Department's planned new data releases over the next two years

Growth Review commitments

37. The Department also made a number of Open Data Growth Review commitments in the Government's autumn statement in November 2011 which are discussed below (see also Annex A).
38. **Universal Credit data.** Universal Credit is an integrated working-age credit that will provide a basic allowance with additional elements for children, disability, housing and caring. It will support people who are in or out of work and replace a number of tax credit and allowances that are currently available. The Government will design the Universal Credit ICT system so that aggregate benefits data can be published during the first year of live running of the system.
39. DWP will ensure that the Universal Credit ICT system will support the production of aggregate data for use and re-use by industry and academia through open publication during the first year of the live running of the system.
40. The ICT system will be designed from the beginning with open-data considerations in mind. The design criteria support this policy. Releasing these data is expected to have negligible additional costs and will be available from 2013 onwards - see Annex A

41. **Fit note data.** The Government will consult on the content of anonymised fit note data with an aim to starting publication in late 2012 to drive innovation in the occupational health sector and improve management of sickness absence
42. It has been estimated that sickness absence costs the UK economy at least £15 billion each year¹. Current data on causation of sickness absence and certification are scarce. Releasing this data would have significant enterprise value as a driver of innovation in employee support, including occupational health, by enabling the development of new products and services to improve management of sickness absence outside the welfare system
43. The publication of anonymised fit note data could provide healthcare professionals, individuals, employers and service providers (eg the occupational health sector) with an indication of the volume and content of fit notes at aggregate level. This in turn should help improve management of sickness absence and drive innovation in the occupational health and rehabilitation sectors. It is hoped that this could at a minimum make a contribution to the public service quality and economic growth elements of Open Data.
44. Fit note data does not currently exist. At present, the fit note (like the previous 'sick note') is a paper-based system and no aggregate level data is available as to the reasons for sickness absence and certification.
45. Any potential publication of fit note data is, in the first place, contingent on the roll-out across GP practices of the electronic fit note (E-Med). The first supplier is due to deliver in mid 2012.
46. We are currently exploring from a technical and financial perspective what will be feasible regarding obtaining and collating fit note data from GP practices once E-Med is implemented. As this work progresses we will have a clearer idea about what aggregate level, anonymised data may be available for publication and in what format.
47. We will undertake further consultations with relevant parties regarding any publication arrangements and expect to be able to publicise progress during 2012. See Annex A.
48. **Linking welfare data sets.** The Government will consider opportunities for linking welfare datasets to other government and commercial datasets to increase their value to industry. DWP with support from the Cabinet Office has set up a **Welfare Sector Transparency Board** with user interests and academia to identify opportunities to link DWP data sets with other government and

¹ See e.g. Black, C & Frost, D. "Health at Work – an independent review of sickness absence" (2011)

commercial data sets for societal and economic benefit. Details of Board membership and action notes of meeting will be published on the Department's transparency website.

49. Industry consultations have indicated that many data sets held by DWP have a high market value. However, this value would be enhanced in combination with commercial and other public data sets. The Welfare Sector Transparency Board will help identify where the greatest opportunities lie in order to prioritise data sets for linking.
50. In the meantime the Department aims to make anonymised aggregate data available to as low a level as possible (subject to protecting personal privacy) to everyone via its on-line tabulation tool. See Chapter 5 for more detail about the new more user friendly version of this on-line tabulation tool which will be called Stat-X-plore.

Chapter 2

Capture and release of My Data,

1. **My Data** is the term applied to data about individuals and held by organisations that is released for access only by the individual. This includes existing on-line benefit claims (Job Seekers on-line and State Pension on line) and planned on-line interactions for example Universal Credit and the Single Customer View. This section focuses on planned improvements to our customers on line access to their own personal data.
2. **Universal Credit** will enable people to manage their individual accounts and change their personal details on-line via a Universal Credit portal. This will be operational in a small pathfinder from April 2013 and from October 2013 will be available nationwide. The transfer of existing claims will be phased over a four year period.
3. As migration of existing tax and benefit claimants to Universal Credit will be phased over a four year period (2013-17), only new claimants will immediately get access to their data via the Universal Credit portal. Other citizens will move to Universal Credit on a migration trigger, such as a change of circumstances or if no changes occur a managed migration; the detailed migration plan is not yet finalised.
4. **Personal Independence Payment** systems will enable people to manage their individual accounts and change their personal details on-line via a portal. This will be operational from October 2013 and will be available nationwide.
5. Subject to appropriate security (through the government Identity Assurance Framework) citizens will be able to set up a claim for Universal Credit and Personal Independence Payments and then manage their account through an on-line service. Citizens will be able to view all their claim data on-line although due to security needs some data such as Bank Account details will be obfuscated.
6. The initial launch of Personal Independent Payments in April 2013 will use telephony with the on-line service (and access to on-line data) available from October 2013.

Chapter 3

Satisfaction and Experience Data

1. **Satisfaction and Experience Data** is data that helps us to develop knowledge and understanding of behaviour, views and perceptions of customers (actual and potential) and partner organisations. This data can provide an evidence base for organisations to analyse and address the concerns of their users, customers or stakeholders. Examples of the range of data covered by the term 'satisfaction and experience data' include, for example: social research; complaints; social networks; and websites such as 'Trip Advisor'.

DWP Social Research

Identifying and gathering data, using it to influence policymaking and delivery

2. DWP has a rolling programme of social research - systematic data collection exercises using scientific methods, whether qualitative or quantitative, designed to generate robust information on an issue, policy or group of the population². Social research can encompass quantitative research, including large-scale customer surveys, and qualitative research, exploring customer perspectives in detail. Research is generally commissioned from a range of external agencies via a supplier Framework containing 88 organisations (including public institutions and commercial research firms), with some research delivered through our own researchers.
3. Through the social research programme in DWP, information on customer experience and perspectives is gathered. Alongside other analytical activities, this information provides the evidence base needed to inform departmental strategy, policymaking and delivery. Social research outputs and data are also made available to the public through research publications and data archiving.
4. All the research which is carried out by or on behalf of DWP, including research into customer perspectives, experience and satisfaction, flows directly from the policy agenda. Most DWP social researchers are members of policy and operational teams so their work is fully integrated with policy planning and delivery. This ensures that research is well placed to feed into the policy making process and DWP operations. Along with other analytical activities and sources of data— for example, statistics derived from DWP's administrative systems (as described in Chapter 2), modelling work or analysis of customer complaints – systematic research can influence policy direction and focus as well as operational processes, generally with the aim of improving the quality or productivity of public services.

² As defined in the Government Social Research publications guidance

Making social research outputs and data publicly available

5. DWP has a longstanding protocol for the publication of externally commissioned research reports and adheres to the Government Social Research (GSR) professional standard for publications. DWP's publication protocol emphasises a proactive approach, enabling research to inform wider policy debates, beyond DWP, as soon as possible. It aims to make the department an exemplar in the publication of social research. The publications protocol applies to commissioned social research and social research conducted in-house by DWP researchers. The publication of social research reports is pre-announced to increase transparency and all reports of research procured externally are released in fully accessible format.
6. DWP makes data from its major social surveys available publicly, principally via the UK Data Archive (UKDA), subject to ensuring that participant confidentiality can be maintained. Open Data also means making available to trusted researchers (with appropriate access conditions) survey data which is too sensitive to be made freely available to everyone. Examples of DWP-sponsored social survey data made available to the public are the Family Resources Survey and the Life Opportunities Survey³. A link to DWP deposits held by the UKDA will be made available through the DWP's transparency site.
7. Data collections from UKDA can be downloaded free of charge for non-commercial purposes, subject to any access restrictions requested by the data owner or required by privacy legislation. Most UKDA-held data is also available to commercial users - an administration fee currently applies for commercial usage, although this will be changing subject to altering existing licence agreements. As part of the Government Social Research service, DWP is working to develop a protocol to make routine the public archiving of research data.

³ A list of government surveys available through the UK Data Archive can be found at <http://www.esds.ac.uk/government/surveys>

Customer insight

8. Understanding customer experience is a key part of improving the delivery and efficiency of the Department's services. DWP formally commissions two quantitative surveys to measure the experience and satisfaction of its services by both claimants and employers. As the questionnaires are modular, it permits some changes to questions asked in response to emerging policy and strategic needs, without compromising the analysis of trends over time.
9. The results of the surveys are made publicly available through the Department's published research series, with findings disseminated internally to a range of relevant stakeholders. For example, the recent Jobcentre Plus survey findings were used centrally to feed into Customer Experience Improvement Planning and by frontline operational staff, where findings were used to inform discussion between managers and their staff on continual improvement of our services.
10. The current employer experience and satisfaction survey will allow the Department:
 - To measure the overall level of satisfaction with a range of Jobcentre Plus services.
 - To determine which aspects of the service employers are the most and least satisfied with, including satisfaction with the various contact channels.
 - To determine employer awareness, readiness and appetite for online/digital channels including an exploration of the websites that employers currently access for recruitment and employment related queries/searches and views on the use of other social media such as social networking sites for advertising vacancies.
11. The Jobcentre Plus and Pensions and Disability Carers Service experience and satisfaction surveys were previously two separate research projects that will be combined for 2012. The survey measures the four key drivers of satisfaction as defined in the DWP customer charter (Right Treatment, Easy Access, Right Result, and On Time). The overall satisfaction levels are also reported as part of the DWP Public Opinion of DWP service levels indicator, and provide insight for the development of new benefits such as Personal Independence Payment; and ensure delivery against commitments in the DWP customer charter.
12. This use of quantitative satisfaction surveys contributes to the 'accountability' benefit by allowing the public to accurately gauge satisfaction with service provision and how this may change over time. Collecting data in such a reliable and robust way informs strategic decisions for efficiency improvements, and so links to the productivity benefit of Open Data.

13. The use of such data will allow robust benchmarking for comparison of service provision and potentially drive improvements in this area. The survey data will also be used to inform the Department's digital service provision to allow customers to self-serve as part of the Social Growth benefit.
14. In addition to surveys the Department collects a wide range of data about its customers' views of their engagement with us. This includes their experience of Jobcentre Plus and the Pensions Disability and Carers Service – and their views on policies and procedures raised with Ministers or policy advisers. This information is collated from customer complaints made directly as well as via MPs, customer surveys and social research.
15. The Department has identified four key drivers of customer satisfaction which can be summarised as
 - Right treatment
 - Right result
 - Easy Access
 - On Time

More detail is available online about [What matters most to our customers](#). This approach is also reflected in our Customer Charter which can be found here [Customer Charter](#)

16. The Department has also a new indicator of the public's opinion of service levels – details can be found here [Public Opinion of DWP](#). Constructive feedback from our customers is always welcome and we aim to respond positively and make changes where warranted – see for example these examples [Customer Service Improvements](#)

DWP Complaints and redress

17. A dedicated Complaints, Redress and Stewardship Team within the Department collates DWP data on the
 - total number of recorded complaints;
 - most common cause of complaints
 - number of complaints accepted by the Parliamentary Ombudsman about DWP, and the outcome of the Ombudsman's investigations and
 - cost of special payments made to individuals in recognition of any additional costs, losses or other effects of maladministration

This information is routinely published in the DWP Annual Report and Accounts

18. **What is treated as a complaint?** The Department adopts a wide definition of a complaint: to include “An expression of dissatisfaction about the service received”. Complaints are accepted in a variety of ways, for example verbally (either in person or on the telephone); in writing (via email, letter, fax or through feedback forms); or through other routes such as a request for a reconsideration or an appeal.
19. **Complaint process.** DWP businesses have in place clear, published complaint escalation procedures. The majority of complaints are resolved by frontline staff, but those that cannot be resolved in this way can be escalated to senior managers for final consideration and response. If the complainant remains dissatisfied with the final response they can ask the Department’s Independent Case Examiner (ICE) to examine their complaint afresh.
20. **Complaint data.** DWP routinely records a set of standard complaint data (as detailed in the [Standard Complaint Resolution Model](#)), this includes:
- details of who made the complaint (claimant/MP/representative)
 - what the complaint was about (see standard complaint categories below)
 - the outcome of the complaint (information / explanation / assurance /apology / corrective action / financial redress) details of whether the response was provided in accordance with any published timescales.
21. **Complaint categories.** Since April 2009 DWP businesses have recorded complaints under a common set of eight high level categories (each of which have been mapped against the DWP Charter Standards mentioned above). These are illustrated in the table below.

I have to contact a number of agencies to tell them the same thing. (Services that are easy to access)	You haven’t given me the information that suits my needs (Services that are easy to access)
I can’t access the system (Services that are easy to access)	You’ve got it wrong (Getting the right result)
Your contractors aren’t good enough (Getting the right result)	You take too long (Services that are delivered on time)
DWP policy is unfair (Being treated well)	DWP staff don’t treat me with respect (Being treated well)

22. Special payments data is reported annually in the Department's Annual Report and Accounts which is published routinely on the DWP website.

The Independent Case Examiner

23. The Independent Case Examiner (ICE) provides a free, effective and impartial complaints review and resolution service for customers of the Department's delivery agencies (Jobcentre Plus and the Pension Disability and Carers Service) as well as its Debt Management service and the Financial Assistance Scheme, who remain dissatisfied with the final business response to their complains. Their website is [here](#).

24. ICE produce an Annual Report detailing information on the cases they have received and outcomes of their work. The latest report can be found here [2010/11 Annual Report](#).

New transparency website capturing satisfaction and experience data

25. We will create a new section in the Department's Transparency website that will capture in one place an overview of the Department's customer insight data (see Annex A) This will bring together related data in a coherent way which reflects the Department's commitment to

- understanding the needs of our customers with evidence of our customer insight activities including customer surveys and their results, Public Opinion scores and related social research
- dealing with feedback constructively and acting quickly where the need for changes in procedures are identified (with evidence of changes that have been introduced)
- resolving complaints fairly and thoroughly (with evidence of recorded and escalated complaint volumes and complaint categories)
- handling of correspondence sent by the public to Ministers and related performance indicators (to include correspondence to Ministers from MPs on their own behalf or on behalf of their constituents).

Chapter 4

Creation of dynamic markets

1. This Chapter is about developing an infrastructure which supports, allows and encourages data users to access the data being released by the Department. A key objective for the Department here is exploring the linking of welfare data as early as possible. We will consider opportunities for linking welfare datasets to other government and commercial datasets to increase their value to industry.
2. To further this agenda the Department, with support from the Cabinet Office, has set up the Welfare Sector Transparency Board. This Board includes representatives from industry, academia and user interest groups to help identify opportunities to link DWP data sets with other government and commercial data sets for societal and economic benefit. We will report progress on this throughout 2012.
3. Industry consultations have indicated that many data sets held by DWP have a high market value. However, this value would be enhanced in combination with commercial and other public data sets. The Welfare Sector Transparency Board will identify where the greatest opportunities lie in order to prioritise data sets for linking. In most cases, the data will be available free of charge.
4. DWP will engage with external organisations including academia and the private sector to identify where making DWP data more open will be beneficial to the UK. This will include direct engagement and through representative bodies. It will include engagement in the cross-government Administrative Data Taskforce. Discussions will include new publications of aggregate statistics and where access to anonymised individual record level data is appropriate.
5. DWP will consider what range of access arrangements would be appropriate for the data, to ensure privacy of individuals whilst maximising re-use of the data. This will include options for datalab solutions. DWP would identify a range of anonymised research survey data, and where possible administrative data, to disseminate through these secure arrangements.

On-line tabulation tool

6. The Department's on-line "tabulation tool" will be replaced with a more flexible user friendly version (See Chapter 5) As well as improving the overall user experience of obtaining summary statistics by increasing flexibility and available breakdowns, this software upgrade will also realise resource savings through more efficient processing of statistics production within the Department. The off-the-shelf software, already used by a number of National Statistics Offices, will incorporate

software improvements going forward, ensuring developments in data dissemination methods and presentation are up-to-date.

7. The software upgrade we are planning for 2012/ 2013 will enable us to develop direct links into social media such as twitter and facebook. See Annex A. It will enable us to make data available in traditional tabular format as well as visually, interactively and in machine readable formats. It will provide two access routes for both casual and experienced users and, as now, will ensure that privacy is preserved and that personal data is protected. It will be underpinned by micro data, be rich in metadata, have no restrictions on tabulations and include integral graphing and mapping.
8. Data sets can already be downloaded from the current tabulation tool to support bespoke interrogation and manipulation. A link to the existing tabulation tool can be found here

<http://83.244.183.180/WorkProg/tabtool.html>

and a link to the visualisation tool which uses Google Public Data explorer can be found here

http://statistics.dwp.gov.uk/asd/asd1/data_visualisation/work_programme/index.php?page=work_programme

Commercial activities

9. The Department's Commercial Strategy includes the objective to influence and develop markets to meet DWP and wider public sector requirements. The Strategy is being revised to specifically cover engagement with our markets and suppliers on the use of DWP data to build capability. DWP already has formal arrangements to engage with our suppliers and market sector representatives on strategic and operational issues. This is headed by a bi-monthly Key Supplier Engagement Forum and supported by our Strategic Supplier Relationship Management initiative and ongoing Category Management activities.
10. We will use these arrangements to facilitate the use of our data to support market development and improve supplier competitiveness. We will also use them to engage with the market as early as possible on future requirements to inform development, allow the market to influence our ideas and allow the market to consider opportunities and prepare more competitive bids.
11. In 2012 we will introduce the publication of our future pipeline of procurement exercises to inform the markets as early as possible of our plans and help them prepare their bids.

The Tell Us Once programme

12. For many people, dealing with Government, especially when reporting changes in their lives, can require them to repeat and verify the same information to numerous central government departments and agencies, and local authorities. People are often at their most vulnerable at these times, especially when bereaved, and these changes can directly impact on the amount and type of benefit people may receive from local or central government. Examples are Child Tax Credit, Housing Benefit and State Pension.
13. Tell Us Once (TUO) is the award winning cross-government programme which was developed with the aim of people being able to inform government just once of a birth or death. The Programme tested the service in a number of local authorities and these pilots showed that there were clear benefits to citizens and government in introducing a TUO service nationwide. These benefits include
 - For local authorities: the quicker collection and redeployment of equipment and Blue Badges; a reduction in overpayments of Council Tax, and Housing Benefits; a saving of administration costs as a result of a reduced number of customer contacts.
 - For central Government: reduced overpayments of benefits; a saving of administration costs as a result of a reduced number of customer contacts.
 - For customers: saving of customer time by a reduction in the number of contacts with central and local government; a simplified and streamlined process; financial savings as a result of purchasing fewer birth and death certificates to verify the event; and a reduction in repayment of overpayments made in error.
 - For staff: a more interesting and varied job allowing greater job satisfaction.
14. We share information on behalf of the customer with organisations who are providers of twenty eight benefits, entitlements and services. They are:
 - HM Revenue & Customs (HMRC)
 - Department for Work and Pensions
 - Driver and Vehicle Licensing Agency (DVLA)
 - Identity and Passport Service (IPS)
 - Service Personnel and Veterans Agency (SPVA) and
 - Local Authorities.
15. People must be confident that we will take care of their personal information and, in the case of a death, that of the deceased. We work closely with our partners to ensure that any data is shared in a secure way and within the requirements of Data Protection and Human Rights Legislation.
16. The Tell Us Once service creates an asset that was recognised by the Cabinet Office Efficiency and Reform Group when they provided

approval for national roll out of the service (to be completed by May 2012). They made a requirement that Tell Us Once should seek to leverage this asset with the private sector and produce revenue for the benefit of the citizen and government as a whole.

17. The service does not create large data sets but rather allows often personal data to be shared with participating organisations, with the consent of the citizen. The service has been successfully launched and over 60,000 customers have already been served. There is a high degree of trust and citizens have requested that we consider making the notifications to the private sector (eg banks, insurance, utilities etc).
18. The Tell Us Once programme is therefore working with industry representatives in the private sector in an 'active learning' phase which has established that the timely verified and enriched data sets created through Tell Us Once have value to businesses. This value is often expressed through improved efficiency and customer service.
19. It is clear that industry champions are not wishing to develop this approach without HM Government but rather in partnership and to the joint benefit of all parties. They see the real value of high quality data coming from HM Government and the sustainability of working in partnership. This phase has also shown that there are opportunities for intermediaries, SMEs and entrepreneurs to flourish in this economic ecosystem and that government could play a considerable part in bringing this type of market to life.
20. Having built the infrastructure for Tell Us Once birth and death notifications, there are also opportunities for this approach to be developed for other changes of circumstance where there is scope for releasing value jointly with the private sector and working innovatively with digital providers. Experience shows that almost all private sector companies that have expressed an interest in this area, see it as essential that HM Government remain as partners for a distinct period of time whilst the business stabilises - the majority wishing to work in some form of joint venture to ensure sustainability which thereby stimulates the market.
21. The next phase is to build on the national roll out of Tell Us Once to virtually all local authorities by May 2012 and to build on the joint venture approach to stimulate this new market for the wider benefit of industry and the citizen. **This will be a key commitment for the period to March 2014 using the programme's New Business function to expand the reach of the Tell Us Once service.** See Annex A.

Chapter 5

Continuous improvement of quality of data

1. The Continuous improvement of quality of data will help drive the benefits and outcomes of the Transparency agenda to a higher level. The Introduction of Universal Credit will improve the quality of the Department's data in three key ways.
2. Firstly the replacement of a number of benefits including Job Seekers Allowance, Income Support, Employment Support Allowance, Housing Benefit and Tax Credits with a single Universal Credit claim and associated single data store rather than a number of legacy databases will remove data inconsistencies and duplications. Secondly the ability of claimants to maintain their own data will help keep the data up to date and more accurate; and finally the use of external data sources during the claims process will provide additional accuracy checks to detect data that is entered in error or for fraudulent purposes.
3. Another example of the Department's commitment to improving the quality and accessibility of its data is the "tabulation tool" on the DWP website <http://research.dwp.gov.uk/asd/index.php?page=tabtool>. This Tool allows the user to download National Statistics to their own requirements. This facility is available for National Statistics on:
 - DWP Benefit Caseloads
 - DWP Benefit on and off flows
 - Employment Programmes
 - National Insurance Contributions & Qualifying Years and Second Tier Pension Provision (taken from the Lifetime Labour Market Database (LLMDB) or L2)
 - National Insurance Number Allocations to Adult Overseas Nationals entering the UK
4. This tabulation tool has been well received but we are not complacent and recognise that accessibility of Official Statistics can be improved. Key Out-of-Work benefit statistics have recently also been available on Google Public Data Explorer which includes user friendly visualisation and mapping of the statistics. See the link here <http://www.google.com/publicdata/explore?ds=i7hmqp00hois9>
5. The tabulation tool is now struggling to meet current demands and it needs expanding to capture a wider range of DWP data. The Department therefore plans to upgrade its tabulation tool to make more information more accessible in a more user friendly format to the lowest geographical level consistent with protecting claimant privacy. This will be called Stat Xplore and it is planned that the first statistics will be available on line on the Department's website by the end of 2012.

6. Stat-Xplore will allow users to re-use data more easily with the ability to download summary statistics in the SDMX machine readable format.
7. The DWP **Commercial Strategy** has an objective to promote and improve transparency of our data and respond positively to all Government commitments. We have specific plans to:
 - improve the descriptive quality of our payment data
 - introduce a new e-procurement system in 2012 that will support better transaction descriptions and improved planning and publication of procurement plans, tender documents and contract details
 - improve our use of Contracts Finder, by which we have already published a significant base of information, and improve the design and quality of our data gathering system to help market/suppliers understand our requirements and contractual position.
8. In addition the Quarterly Data Summary data that is gathered - and reflects procurement spend by ICT, estates, SMEs, Voluntary and Commercial Sector, some unit price comparators and procurement cost of function – could be made more user friendly for the market and suppliers. In relation to both these systems concerns have been raised with CO (ERG) who operate them and DWP plans will reflect that any future system upgrades are implemented efficiently to generate improvements on data quality.

Data Quality Policy

9. The Department has reviewed and published its Information Strategy (which reflects Public Sector Data principles) and the data quality policy will be published by the end of 2012.

Annex A

List of data to be released for the first time during period 1 April 2012 to 31 March 2014

Dataset Name	Description of data (including fields)	To be first published on	Frequency of update	Issued under the Open Government Licence (OGL) Yes or No
Big Data				
Work Programme (existing WP data can be found here)	Official statistics on Work Programme referrals and attachments	February 2012 - publication started: http://research.dwp.gov.uk/asd/index.php?page=wp	Quarterly	Yes
	The Work Programme 12 month Job Outcome rate: proportion of customers who have achieved a Job Outcome payment at 12 months on the programme	November 2012	Quarterly	Yes
	The Work Programme 24 month Job Outcome	November 2013	Quarterly	Yes

	rate: proportion of customers who have achieved a Job Outcome payment at 24 months on the programme			
	Average cost per Job Outcome for customers who have been on the programme for 24 months	November 2013	Quarterly	Yes
	Average benefit savings for individuals who have been on the programme for 24 months	February 2014	Quarterly	Yes
Universal Credit	The ICT system will be designed from the outset with open-data consideration in mind. The design criteria already supports this policy. Aggregate data will be released for use and reuse by industry and academia during the first year of live running.	2013 onwards	Annually/quarterly	Yes
	Evaluation statistics and analysis	Working assumption is that some information will be available 2013, To be	Annually/quarterly but dependent on IT solutions and nature of and timing of evaluation outputs.	Yes

		finalised when IT solutions have been agreed.		
Fit note data	We have consulted stakeholders as we have developed the electronic fit note. We continue to work on the technical solutions that will enable us to publish aggregate fit note data.	To be confirmed	To be confirmed	Yes
Procurement – DWP spending	An automated description to further improve the quality of payment descriptions of payments above £25k.	2012/13	Annual/quarterly	Yes
	Details of ICT cross-Government contracts and DWP contracts including the Department's commercial procurement 'pipeline'. Information on procurement exercises to inform the markets as early of possible of DWP plans and help them prepare their bids. (This	2012	Annual/quarterly	Yes

	links to OJEU Prior Indicative Notices)			
National Census	DWP to provide individual record level data to the Office for National Statistics to improve published population statistics. Administrative data will also be used to validate population statistics produced from the National Census.	Late 2012 onwards	At least quarterly	No
National Fraud Authority - Intelligence Sharing Roadmap	DWP is actively supporting the creation of the National Fraud Authority's intelligence sharing roadmap. This will facilitate new data shares with other public and private sector counter-fraud bodies. DWP are continuing to work closely with the NFA in designing the intelligence sharing architecture and the	Roadmap in development.	Formality and frequency of data exchange to be developed as part of roadmap	No

	<p>legal framework. The Integrated Risk and Intelligence Service (IRIS) will provide a hub for analysing data to support counter fraud and error activities and will bring the capability to better target resources through the use of risk profiling, data matching (with real time information from a wide range of internal and external sources), and by employing analytical expertise and specialist customer behaviourists.</p>			
My Data				
Universal Credit	<p>Universal Credit will enable people to manage their individual accounts and change their personal</p>	<p>This will be operational in a small pathfinder from April 2013 and from October 2013 will be available nationwide. The</p>	<p>Routinely available to on-line claimants</p>	<p>Yes</p>

	<p>details on-line via a Universal Credit portal. This will be operational in a small pathfinder from April 2013 and from October 2013 will be available nationwide. The take-on of existing claims will be phased over a four year period.</p>	<p>take-on of existing claims will be phased over a four year period.</p>		
<p>Personal Independence Payments</p>	<p>Personal Independence Payment systems will enable people to manage their individual accounts and change their personal details on-line via a portal. This will be operational from October 2013 and will be available nationwide.</p>	<p>October 2013</p>	<p>Routinely available to on-line claimants</p>	<p>Yes</p>
<p>Satisfaction and Experience data</p>				
<p>A range of Satisfaction and Experience data on DWP</p>	<p>Customer Insight data including customer surveys, related social research, complaints</p>	<p>A new section on the DWP's transparency site will be developed and published by the end of</p>	<p>Annually/quarterly</p>	<p>Yes</p>

customers.	handling (volumes and outcomes) and Ministerial/MP correspondence (volumes, topics and performance)	2012/13.		
Creation of dynamic markets				
The Tell Us Once Programme	This programme facilitates the sharing of key life cycle change data (eg births and deaths) across the public and private sector	National roll out to Local Authorities started and approaching summer 2012, the service is running in 80% of them	New Business strand of the Tell Us Once programme will develop the market for this data using a joint partnership model	N/A
Welfare Sector Transparency Board	The Board will explore collaboration with industry and academia to identify opportunities to link DWP data sets with other government and commercial data sets for societal and economic benefit. Minutes to be published.	Mid 2012 on	Updates on DWP Transparency website	Yes
Continuous improvement of data quality				
DWP's website tabulation tool	The existing tabulation tool will be replaced with a system that makes	By April 2013	Quarterly	Yes

	more data available in a more user friendly format.			
Work Programme	We will explore the scope for sharing in-house market analysis	TBC	TBC	Yes
DWP Information Strategy and Data Quality policy	Sets out the DWP's Information Strategy in line with cross government information principles. And explains the DWP's approach to ensuring the quality of the personal data it holds on its customers	By December 2012	Annually	Yes
DWP Business Plan – Indicators and other key data http://www.dwp.gov.uk/docs/dwp-business-plan-may-2012.pdf				
General Indicator	Proportion of the lowest earners that experience wage progression (Impact Indicator)	Published in Quarterly Data Summary (QDS)	Quarterly (Jan, April, July, Oct)	Yes
Reform the Welfare System	Rates of people moving from key out of work benefits (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Reform the Welfare System	Fraud & Error in the benefit system, as a percentage of benefit	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes

	expenditure (Impact Indicator)			
Reform the Welfare System	Number of Incapacity Benefit recipients reassessed and those moving from Incapacity Benefit to Employment and Support Allowance nationally (Other Key Data)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Get Britain Working	Number of people on key out of work benefits (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Get Britain Working	Proportion of young people not in full time education who are not in employment (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Get Britain Working	Proportion of customers who have achieved a Job Outcome payment at 12 months on the Work Programme (Other Key Data)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes

Help tackle the causes of poverty and improve social justice	Proportion of children living in workless households (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Help tackle the causes of poverty and improve social justice	The proportion of households that are workless (Other Key Data)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Pensions Reform	Rate of pensioner poverty (Impact indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Pensions Reform	Number of employees in a pension scheme sponsored by their employer (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Pensions Reform	Average age people stop working (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Enable disabled people to fulfil their potential	The rate of disability poverty (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes

Enable disabled people to fulfil their potential	The gap between the employment rates for disabled people and the overall population (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Enable disabled people to fulfil their potential	The number of disabled people taking up Right to Control, by location (Other Key Data)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Improve our services to the public	Public opinion of DWP service levels (Impact Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Improve our services to the public	Proportion of new claims to Jobseekers Allowance submitted online (Other Key Data)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes
Improve our services to the public	Overall Department for Work and Pensions productivity measure (Input Indicator)	Published in QDS	Quarterly (Jan, April, July, Oct)	Yes