

DWP Business Travel

Pressure on Public Sector Travel

DWP Public Service Agreement

- 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.
- Make DWP an exemplar of effective service delivery to individuals and employers.

Jobcentre Plus

Every day, during March 2010:

- Took an average of **14,300** new job vacancies
- Conducts **50,000** adviser interviews
- Processes over **20,000** new benefit claims
- Over **5,476** customers moving into work
- Prosecutes **45** people per working day for benefit fraud
- Contact Centres receive over **125,000** calls (including crisis loan applications)
- Receives around **1,011,993** job searches for Jobcentre Plus job vacancies using the Jobcentre Plus and Directgov websites

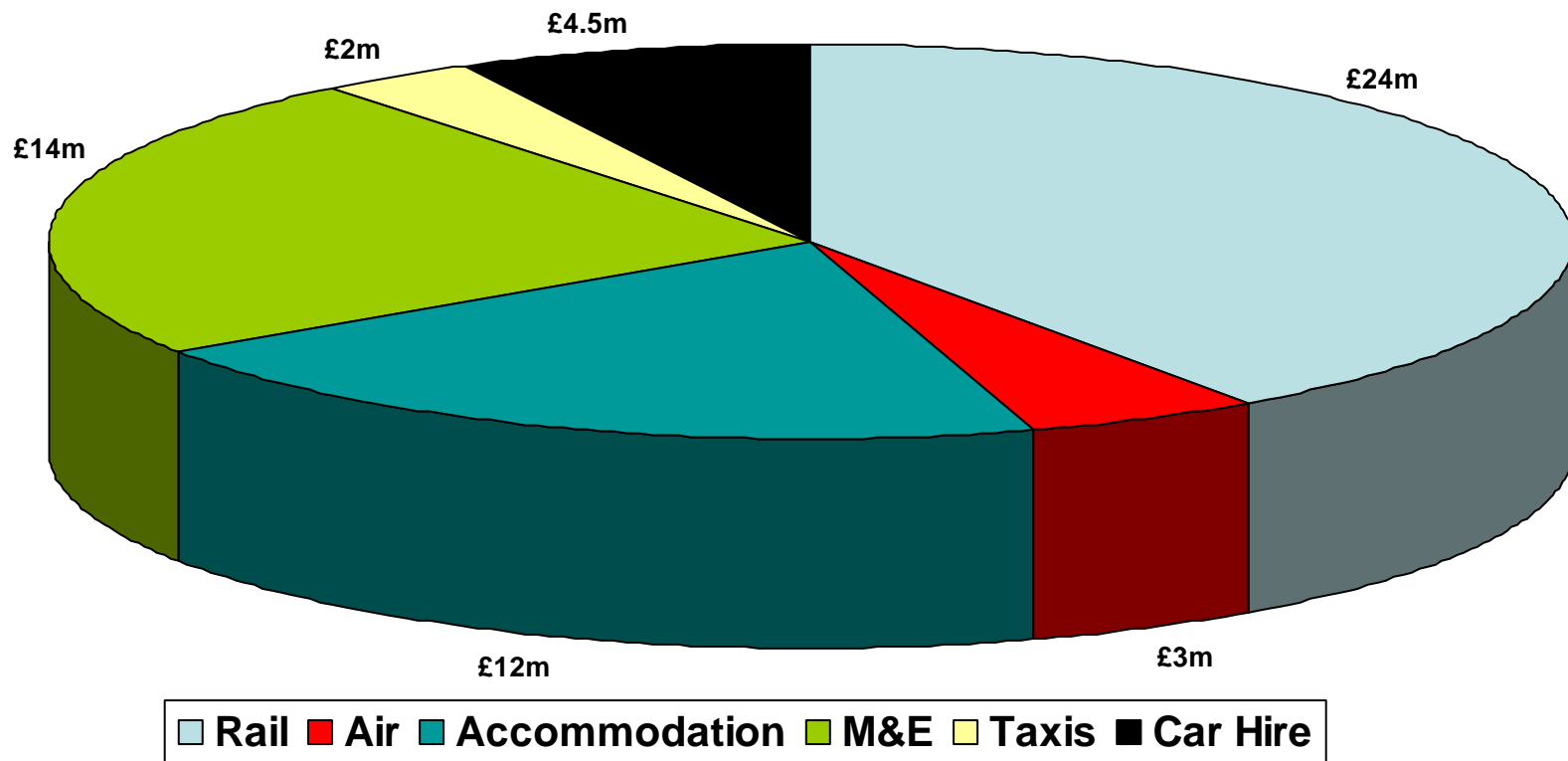
PDCS

Every day, during March 2010:

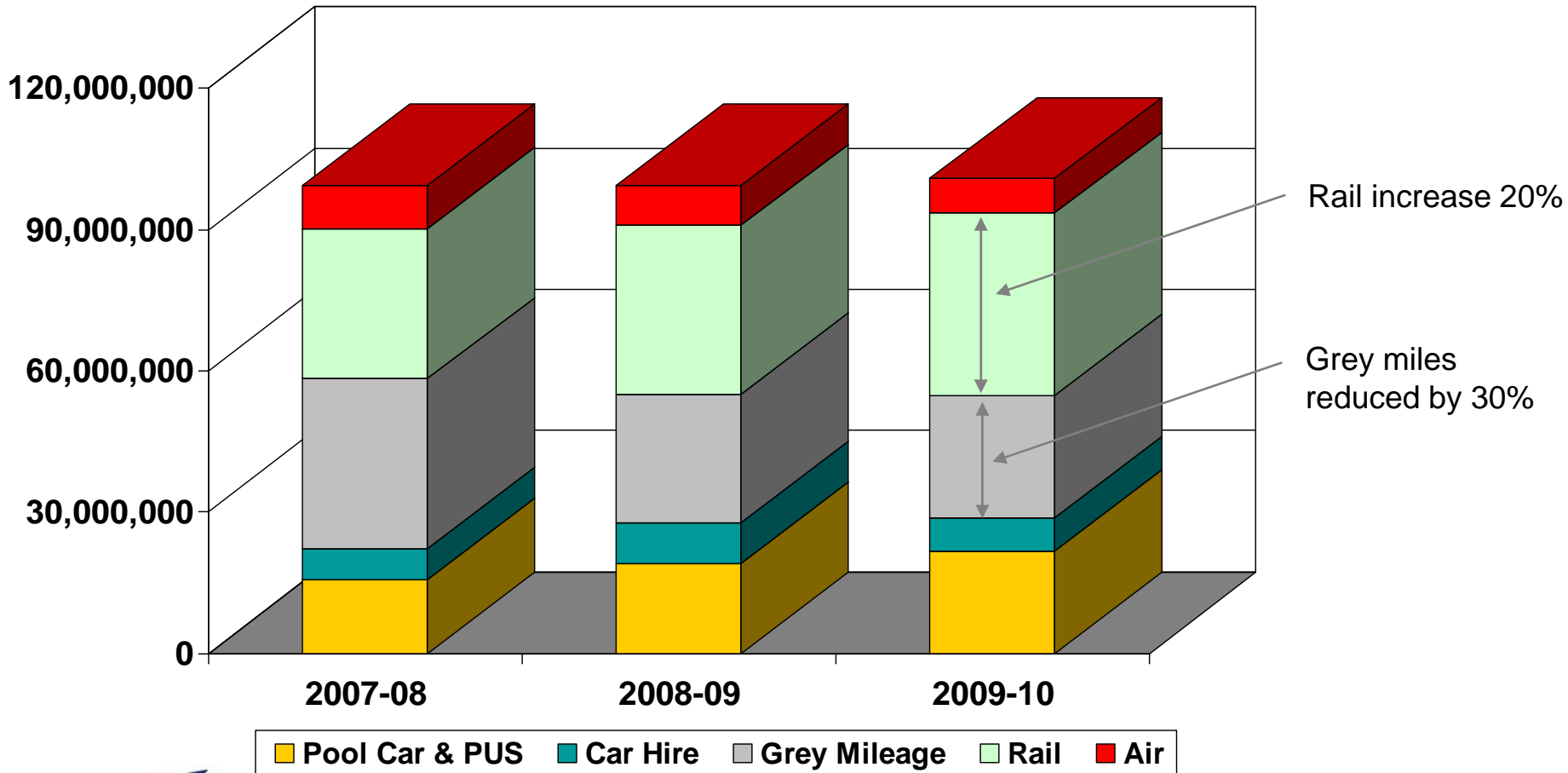
- **3,000** applications to State Pension and over 1,200 claims to Pension Credit;
- **3,000** new or renewal claims to DLA and 1,600 claims to Attendance Allowance;
- **900** new claims to Carers Allowance;
- Over **3000** home visits;
- **22,000** calls to Contact Centre and helplines.

Travel Spend

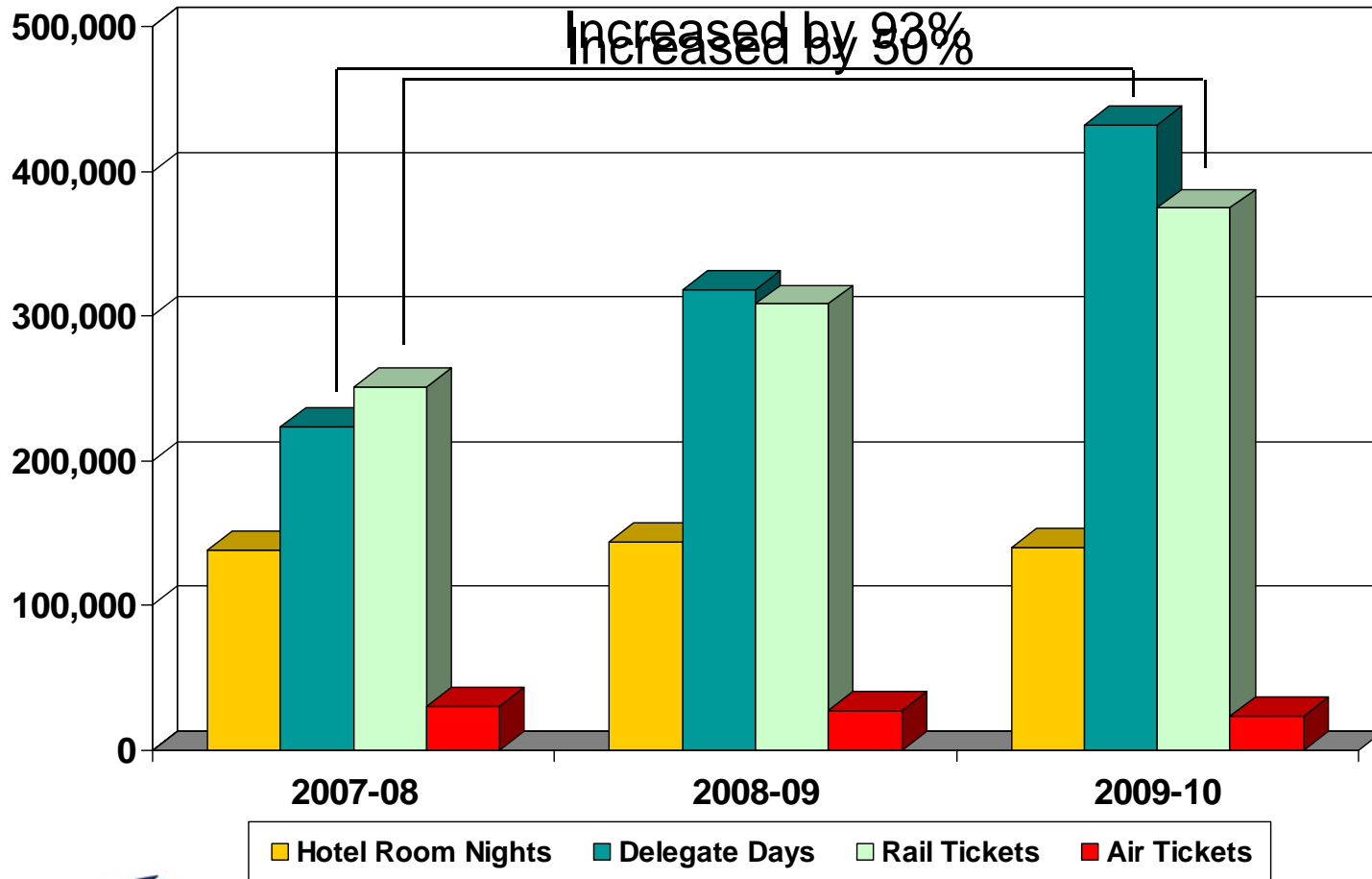
DWP Travel Spend 2009-10



Travel Mileage



Travel Volumes

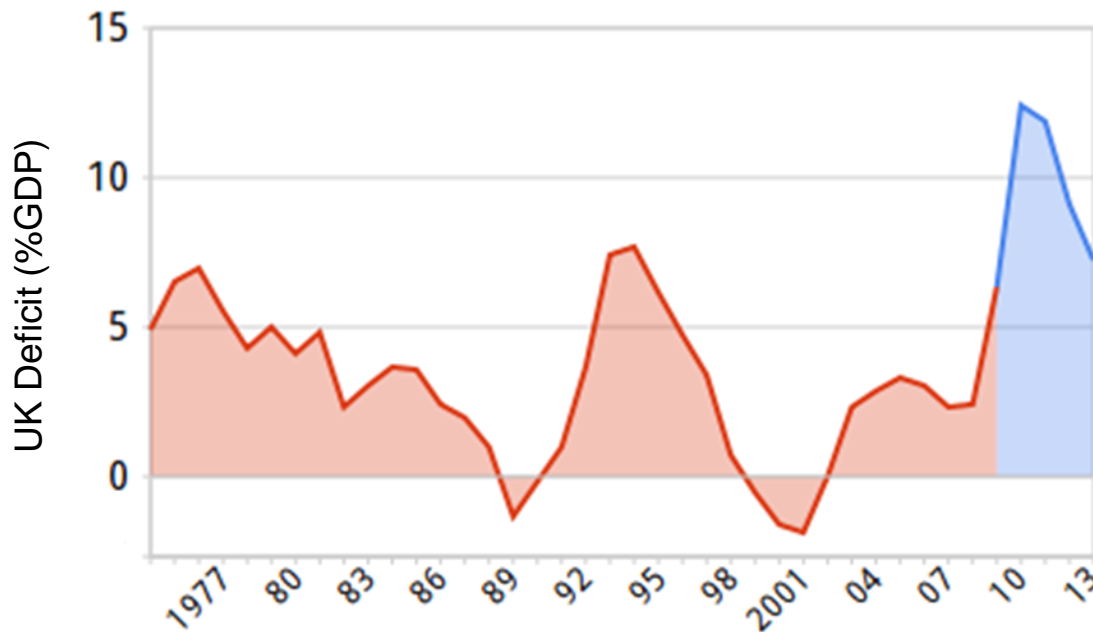


Our Partners



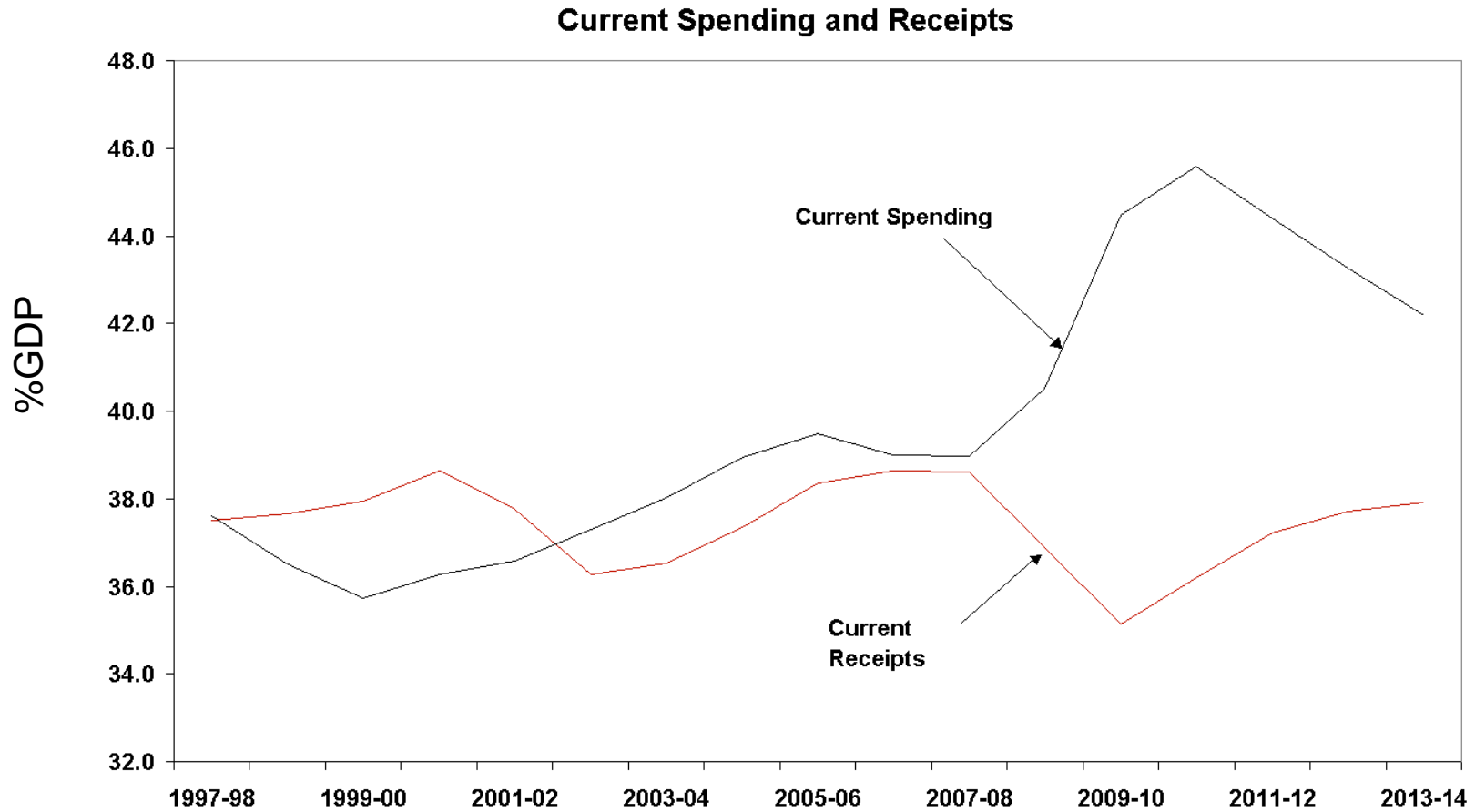
- All due for re-let within 12 months!

Public Sector Challenges

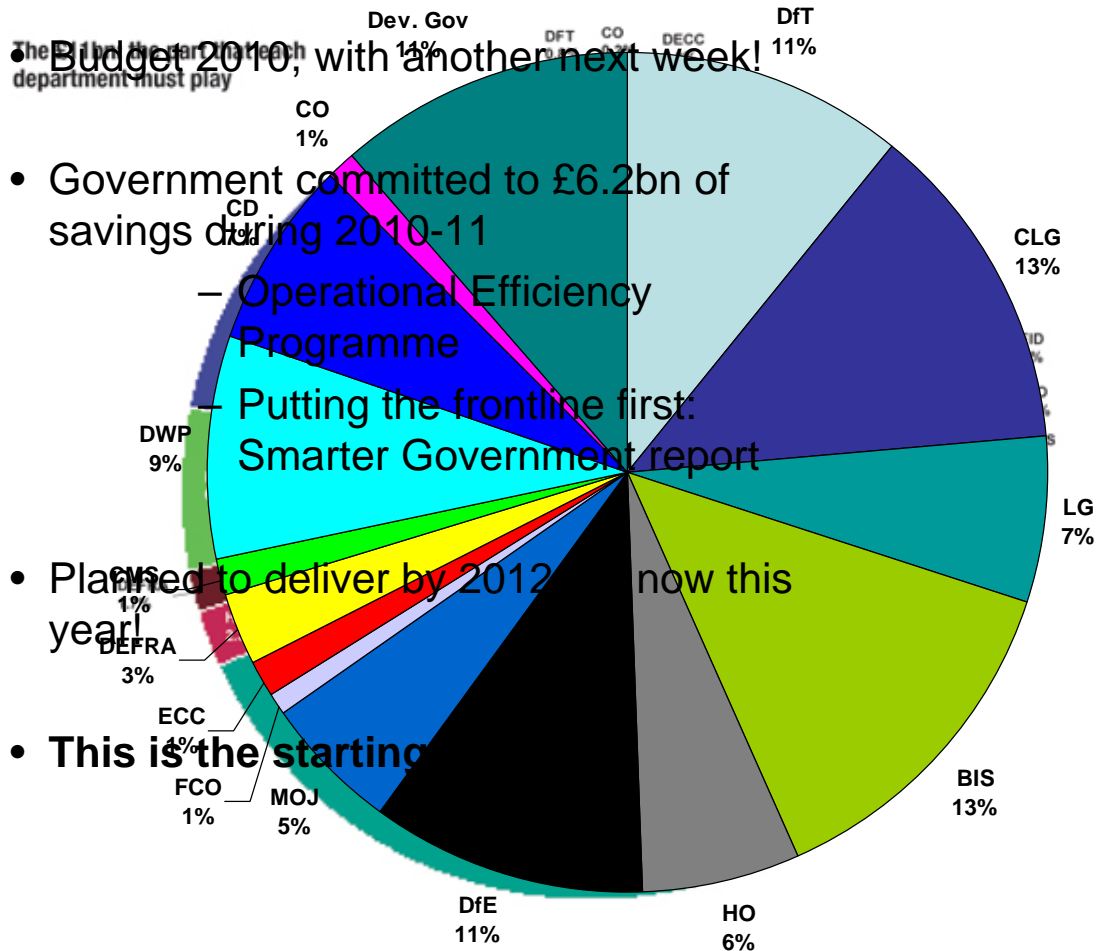


- Annual Deficit £156bn
- Net Debt £893.4bn

Public Sector Challenges



Public Sector Challenges



• Budget 2010, with another next week!

- Government committed to £6.2bn of savings during 2010-11
 - Operational Efficiency Programme
 - Putting the frontline first: Smarter Government report

• Planned to deliver by 2012 – now this year!

• This is the starting point

DWP Challenges

- £535m savings to deliver this year
- Market prices recovering
- Traveller behaviour
- Carbon Budgets
- Challenging the need
- Team locations – transient workforce
- Budget constraints
- Estate consolidation

Travel Avoidance



- SCS targeted communications

Although we have had some help!

Travel Policy

- Root & Branch review
- Wider government review on policy
- Key Principles:
 - Promoting Travel avoidance
 - Sustainable mode of transport
 - Total cost approach
- Greater collaboration

Technology

- Roll out of Individual Self Booking Tools
 - Rail
 - Accommodation
 - Meetings & Events
- Short term solution
- Comprehensive review underway, covering:
 - Online systems
 - Payment methods
 - GPC
 - Travel Cards
 - Structure

MI & Reporting

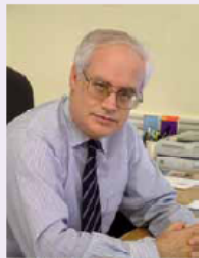
- Introduction of MI Dashboards
 - Compliance
 - Behavioural
- Detailed Benchmarking
 - DWP Business Units
 - Whitehall
 - Private Sector
- Introduction of online reporting tools

Communication

• Tax

Travelling for Business? Using IT?

Are you spending wisely?



Message from Leigh Lewis

There has never been a time when expenditure of public funds was more under the media spotlight. We all need to spend taxpayers money wisely, and to be vigilant in avoiding

unnecessary cost. It is everyone's responsibility to make sure that any business expense gives value for money and has the taxpayer's best interests at heart.

We also have a responsibility to reduce the impact our travel has on the environment.

This leaflet provides some key facts around business travel and IT along with some ideas on how you can help reduce costs and help protect the environment. I want each of you to take personal responsibility for encouraging your people to spend wisely. You can make a start by adopting the recommendations in this leaflet yourself.

Please look out for further information that we will be publishing as part of the 'Are You Spending Wisely' series.

Leigh

• Value

• Focus

How you can influence

Do you or your people need to travel?

- Challenge the need for meetings
- Consider who really needs to attend
- Always consider video conferencing as a first option. There has been significant investment in Video Conferencing facilities, but these continue to be under utilised. On average they are only being used for 6.7 hours per month per unit. Find out more about the use of Video Conferencing http://intranet/1/corp/sites/psd/service_delivery/guidance/dwp_t364432.asp
- Be disciplined when managing meetings to ensure they end on time to encourage greater use of fixed time tickets

Car Hire

- £4.3m spend p.a.
- £75k cost on re-fuelling charges
- 1.667 kg co2 emitted

If you refuel your hire car before returning it, the £75k annual charge will be cancelled out.

Rail

- £21m p.a. spend
- 60% of all journeys on fully flexible tickets
- 34% of journeys are first class
- 3,633 kg co2 emitted

You can help spend more wisely:

- Travel standard class for journeys lasting less than 2 hours
- Arrange meeting times so that delegates can travel off peak
- Use Trainline, our self booking tool. <http://www.cwt.thetrainline.com>
- Book at least one leg of your journey at a fixed time
- Book your own tickets or as a minimum review your travel options personally
- Travel off-peak when possible
- Do not book Executive Packages
- Book tickets at least 3 days in advance of travel
- Consider purchase of railcards for those eligible to reduce costs by up to 1/3.

The examples below highlight the different costs of alternative travel tickets:

Fare Type	Leeds to London	Sheffield to London	Newcastle to London
Anytime Single 1st Class	£167	£135	£186.50
Anytime Single Std Class	£111.50	£92	£133
Advance Single 1st Class	£47	£20	£52.50
Advance Single Std Class	£14.60	£11	£16.85

Air

- £6m p.a. spend
- 35% of journeys on fully flexible tickets
- 2,301 kg co2 emitted

Private Sector Learning

- Policy Mandation & Compliance
- Reduce choice, but maintain quality
- Investment in online technology
 - Reporting
 - SBT