

**Social Data Collection Transformation Project: Transforming CATI Data collection and data processing for the Labour Force Survey**  
**Mike Hart**

Some of the IT systems used to support the ONS Social Survey data collection were developed many years ago and use technologies which are becoming unsupported. In addition the existing IT systems have not kept pace with changes to the business process over the years, with the result that they are now regarded as constraining rather than enabling.

The Social Data Collection Transformation project is focused on transforming these systems, initially for the Labour Force Survey, through an incremental, delivery focused approach. The new systems will provide a solid foundation for eventual use on other surveys. In terms of the new systems to be developed, the initial high level objectives are:

1. Build on a platform now used for LFS statistical processing to develop a new 'core' system including data collection functionality (including sample and case management, case creation, rotation, reissue, provision of management information, ongoing data processing, etc)
2. Provide a supported and flexible telephone call scheduler which is able to support the LFS survey – using the Blaise CATI package.

The presentation will focus on the project scope and delivery approach, in relation to lessons learnt from previous IT systems modernisation projects; the business process re-engineering necessary to accommodate Blaise CATI; the use of Blaise within the new 'core system, and the progress of the project to date.