



Foreign &
Commonwealth
Office

THE FCO'S OPEN DATA STRATEGY

28 June 2012

Open Data Strategy

Introduction

1. In this document we set out the Foreign and Commonwealth Office (FCO)'s approach to Transparency and Open Data; our aspirations regarding future publication and public engagement and how we will implement these plans.

Our vision

2. The FCO is fully committed to the Government's transparency agenda as set out by the Cabinet Office (www.cabinetoffice.gov.uk/transparency). **Annex A** describes how the Information Principles for the UK Public Sector apply to the FCO's approach to open data.
3. We already publish a wide range of corporate and policy information on the main FCO website (www.fco.gov.uk), on www.data.gov.uk and on websites owned by our network of British embassies and other missions around the world. We are also one of a handful of diplomatic services in the world to engage seriously with digital media - including the use of social media by ministers and officials – to inform, engage, influence, debate, lobby, research, analyse, listen and co-create. We will continue to push the boundaries of digital engagement, including better delivery of the public services for which we are responsible, principally consular services to British nationals overseas and (with the Home Office) visa services. We will be as open as possible with Parliament and the public. We see openness and transparency as an integral part of the UK's active and activist foreign policy, working with other countries and strengthening the rules-based international system to support our values, to:
 - safeguard Britain's national interest by countering terrorism and weapons proliferation, and working to reduce conflict;
 - build Britain's prosperity by increasing exports and investment, opening markets, ensuring access to resources and promoting sustainable growth;
 - support British nationals around the world through modern and effective consular services.
4. We accept that the government's open data and transparency agenda fundamentally changes the way in which we consider the data we hold – it is no longer 'our data' but should be viewed as 'public data'. Applying the government's open data principles means a cultural shift for the organisation and represents a particular challenge for the FCO given the dispersed and diverse nature of our workforce around the world, where many corporate processes and decisions are devolved to the network – but it also fits well with much of our existing work. Just as we work to increase the transparency and accountability of foreign governments to their citizens, we recognise that we must match this with a greater level of ambition in terms of our own transparency. The FCO provides many direct services to the British public, whether travellers, businesspeople or British nationals living abroad. We should be transparent and accountable to them for what we do. We will adopt a pragmatic and open approach, only withholding information where disclosure would not be in the public interest – for example data which individually or cumulatively could be used to harm the UK's security or foreign policy interests or where the information would only be available at disproportionate cost to the taxpayer. As the Foreign Secretary has said¹:

'Much of the day to day business of the Foreign Office is necessarily conducted overseas. Some of it is secret. Most of it is complex. But these things should not be an obstacle to our foreign policy being well understood, firmly grounded in the lives of British people and accountable to them.'

¹ 'Britain's foreign policy in a networked world': <http://www.fco.gov.uk/en/news/latest-news/?view=Speech&id=22472881>

What we have done so far

5. To manage the change process and meet the new central requirements, we have:
 - Appointed Alison Currie, Finance Director, as Board Champion for Transparency;
 - Set up a Transparency Steering Group comprising senior representatives from across the Office and chaired by the Board Champion;
 - Put in place business planning and reporting processes to implement changes under this initiative, including through a newly created Transparency Unit, and
 - Published extensive information about our policies, programmes, organisation and budgets (see below).

Big Data

6. 'Big Data' is the term applied to data which is routinely collected and held by the FCO as part of our everyday activities or through specific initiatives. 'Big data' sets that the Foreign and Commonwealth Office routinely collects and publishes include:
 - Organograms;
 - Ministerial expenses;
 - UK and certain overseas payment transactions over £25,000;
 - Information on UK tenders and contracts above £10,000;
 - Government Procurement Card data;
 - Procurement opportunities (invitations to tender);
 - Financial information via HM Treasury's Co-ordinated Online Information System (COINS);
 - Salaries data for senior staff;
 - A quarterly data summary containing specified Key Performance Indicators and metrics for comparison across the FCO;
 - The trend in the gap between current low carbon investment, and the low carbon investment required to meet the 2°C target;
 - The average cost of a UK diplomatic mission/embassy;
 - The total costs of delivering consular assistance to British nationals and total costs of providing official documents (notarial and documentary services);
 - Total FCO expenditure on Official Development Assistance (ODA) and percentage of total UK ODA contributed by the FCO.

UK Trade & Investment (a joint FCO/ Department of Business Innovation & Skills department) also publish extensive impact and performance data on their support for British companies wishing to do business overseas and to attract inward investment projects to the UK.

My data

7. 'My data' is data about individuals held by organisations that is released for access only by the individual. Unlike some government departments that provide public services to large numbers of individuals in the UK, the FCO does not routinely collect data about individuals. A key area of the FCO's interaction with the public is in delivery of consular services, where we are routinely held to account for the quality, effectiveness and timeliness of our work. We see this area as one in which we can use the Open Data agenda pro-actively to complement and drive existing work.
8. Our consular work is confidential to the individual and often occurs in circumstances which are often highly distressing or subject to legal processes overseas. We will release subject access requests under the Data Protection Act requested by individual consular customers or their agreed representatives (i.e. family members or lawyers).

Satisfaction and Experience Data

9. Under this heading we will publish the following so that we can improve our consular services to British nationals abroad and our customers in the UK:
 - Our customer survey data and internal targets data monthly showing how well we have met our targets to contact British nationals within 24 hours of hospitalisation, detention or arrest, and to reply to correspondence to MPs and members of the public within 20 days;
 - Data on the performance of the Legalisation Office and our performance in issuing passports.
10. Members of the public can request more information either by emailing dp-foi.img@fco.gov.uk or through the existing Freedom of Information process. The public can also request information via the main FCO website, other websites hosting FCO/consular widgets and via www.data.gov.uk.

Creation of Dynamic Information Markets

11. As a further part of our efforts to support the widest possible distribution of our information we have released 250 feeds to provide ways for developers to use our travel advice and consular information for each country, alongside feeds from news and speeches, embassy contact details and job updates in their own websites, apps and widgets. At present some 525 commercial partners use some of this information in their own websites and campaigns. We estimate that, between April and November 2011, this resulted in 155 million new opportunities for the public to view our travel safety messages.

Other information being published

12. A comprehensive list of information we publish is at: www.fco.gov.uk/en/publications-and-documents/. Our published information includes:
 - The FCO Business Plan;
 - Detailed text of FCO travel advice for specific countries, including email alerts. As noted above, we have made this information publicly available for re-use by others;
 - Crisis line information for Distressed British Nationals – produced on an *ad hoc* basis in response to specific consular emergencies;
 - 'Know before you go' campaign;
 - The FCO sustainability strategy;

- The annual [British Behaviour Abroad report](#);
- A public consultation on [the UK's overseas territories](#) in preparation for the government's White Paper in 2012;
- With UK Trade & Investment, we jointly provide information for businesses about the risks they need to manage when operating in certain countries through the Overseas Business Risks service, hosted on the [UKTI website](#) but drawing on information from our network of posts;
- Our progress towards a more stable and secure Afghanistan as shown in monthly report to parliament and the Government Effectiveness Worldwide Governance Indicator.

Working for transparency in international institutions: OECD

- *In 2011-12 we worked pro-actively with the US State Department and successfully secured agreement in the OECD that their research should be made more readily available to the public. This should result in 100% of OECD data being available free of charge by 2015 (up from 70% now), and significant improvements in data accessibility. The OECD has committed to absorbing the budgetary impacts of this change with no additional contributions from member countries. We will continue to work closely with the OECD on implementation of these commitments.*
- *With our encouragement, the OECD has publicly welcomed the Open Government Partnership (paras 25-26 below) and has committed to contribute its long-standing knowledge on public management to ensure that initiatives such as the OGP have a real impact on the way governments function. We are also working with the OECD to promote government transparency in other ways, including (but not only) through our support for the Anti-Bribery Convention, which aims to root out corruption of public officials, through our recent adoption of an OECD Recommendation on Principles for Internet policy-making – aimed at preserving the fundamentally open and dynamic nature of the Internet – and through OECD support for good governance in developing countries.*

Digital diplomacy

13. We are one of the few diplomatic services around the world to engage seriously and actively with digital and social media. We recognize that the impact of the communications revolution on our traditional 'core' business of diplomacy has been as profound as it has been for journalists, lobbyists and the wider public in the UK and globally. Information is no longer a privileged resource for the few who are 'in the know'. FCO ministers and senior officials use blogs, podcasts, Facebook, Twitter, Flickr, Youtube and other tools to engage directly on foreign policy issues, to get our views across, stimulate and engage in debate and campaign on key issues, e.g. the FCO's part in the UK's [GREAT campaign](#) to showcase the best of the UK ahead of the 2012 London Olympics. We will continue to develop the FCO's organisational capability in the effective use of social media.

Digital Diplomacy in Action: London Conference on Somalia

The FCO used digital diplomacy extensively to ensure the success of the London Conference on Somalia in February 2012.

- *To provide comprehensive digital coverage before, during and after the Conference, particularly aimed at Somalis both within Somalia and outside.*
- *To demonstrate transparency around the UK's objectives for the Conference, and to manage expectations about what the conference could achieve.*
- *To encourage online debate and enable people who were not attending the conference to voice their opinions on the issues being discussed.*
- *To show the UK's determination to listen to the views and voices of the people of Somalia, as well as the governments.*
- *To show the UK's commitment to supporting the development of a more stable Somalia.*

Exemptions and safeguards

14. We will ensure that data is published in line with Cabinet Office and Treasury transparency guidance on permitted exemptions, redactions and safeguards to ensure disclosure does not increase the risks to staff, suppliers and FCO operations. Where exemptions are used, we have developed processes and data sets as closely as possible to the published requirement and are working to improve the quality of the information via the Transparency Steering Group.
15. The Department has certain responsibilities for national security issues. As far as possible, information on these activities has been made available transparently as part of the FCO business plan.
16. National security concerns will, however, prevent some information from being published. Where this is the case, the FCO will continue to work with the Treasury and Cabinet Office to agree separate, internal systems of accountability to ensure efficient and effective use of public money.

Our future plans and how we will achieve them

17. The FCO is working towards developing a system of metrics for Diplomatic Excellence, to help assess progress towards our vision of being the best diplomatic service in the world by 2015.

New Transparency Unit

18. Work to promote Open Public Services and transparency publication has begun, and there is good practice on transparency in a number of areas of the FCO's work. However the Transparency Steering Group and the FCO's Operations Committee have recognised that permanent, dedicated staff resources are required to realise the full potential and that wider understanding of Open Public Services and transparency within the FCO needs to be improved. Consequently, the Operations Committee authorised the creation of a new Transparency Unit to deliver the further change. We are currently recruiting this Unit which is likely to comprise three staff.

19. The Transparency Unit will have the remit to work with staff across all directorates in the FCO to develop and implement the FCO's Open Data Strategy (ODS), although delivery and publication of data will remain with individual business units. The unit will be accountable to, and supported by, the cross-functional Transparency Steering Group and the Transparency Board Champion.
20. The unit will set out the FCO's current status, future plans and how we will achieve these plans. It will also work to ensure that transparency work which is currently being done in a number of different directorates and business units in the FCO is properly coordinated and in line with central government policy. It will seek to establish the benefits to the FCO of testing more of its information and analysis with external partners and commentators. Specifically, the unit will work on:
 - Capture and release of 'Big Data': large routine public service data sets, including construction and maintenance of our overseas estate;
 - Improvement in the publication of the FCO's domestic tenders and contracts;
 - Capture and release of 'My Data': provision of access for service users to their own identifiable data;
 - How 'satisfaction and experience' data will be gathered and used: customer insight and user feedback on services;
 - How we might encourage the creation of 'dynamic information markets' (public service strategies for engagement with data users to drive social and economic growth);
 - Whether and how we can put the underlying data we hold as a result of specific work (e.g. future consultations) more widely available in the public domain;
 - New processes and learning/training activities to continuously improve the effectiveness of existing publication processes and the quality of the information provided.
21. The Transparency Unit will achieve this by consulting widely across the FCO and beyond and will:
 - Discuss with and constructively challenge staff to think creatively about publication and public engagement, mindful of the sensitivity of our work and some information;
 - Ensure that the list of current publications is comprehensive;
 - Work with directorates to assess feasibility and identify implementation plans;
 - Project manage enhancements to our expenditure, tenders and contracts information and explore how the process might be made more efficient and mechanised;
 - Work with our arms-length bodies, particularly the British Council and FCO Services, to ensure that our open data and transparency strategies are aligned.

Consular data

22. FCO Consular Directorate envisage that between now and 2014 we will publish 'big data' public service data sets giving statistics on numbers of British nationals travelling and living abroad and who receive consular assistance overseas, as well as on how we are meeting our internal consular targets. Further details are in the attached **Annex B**.

Transparency and Commercial Diplomacy

23. Commercial Diplomacy is an important component of the wider FCO Prosperity agenda, which brings together all the actions that the Government takes internationally to support the UK economy. It is about aligning the UK's foreign policy with the domestic policy priority of returning the UK to strong economic growth and using diplomacy to help create and promote the conditions for that growth through trade and investment. An important part of the future growth of the UK economy will come from trade and investment – exports represent over a quarter of UK GDP – especially those markets where demand is growing substantially faster than in the UK and European economies. The entire FCO network will do all it can to support British business success overseas and to attract quality inward investment through direct support for business or action to improve the prospects for UK business across the world.
24. We propose to share more regularly and systematically with businesses FCO information and insights into developments in other countries/multilaterally, with the goal of supporting and stimulating commercial and economic growth that benefits the UK, as well as providing an opportunity for the FCO to test its analysis against informed external analysis. This proposal is part of a new FCO Business Engagement Plan that has been agreed by the FCO Management Board and which will be implemented from March 2012, primarily through the FCO's geographical directorates, overseen and supported by Commercial and Economic Diplomacy Department. We will also collect satisfaction and customer experience data through an annual roundtable with business to survey the FCO's performance in delivering our [Charter for Business](#) – the first annual review is planned for May 2012.

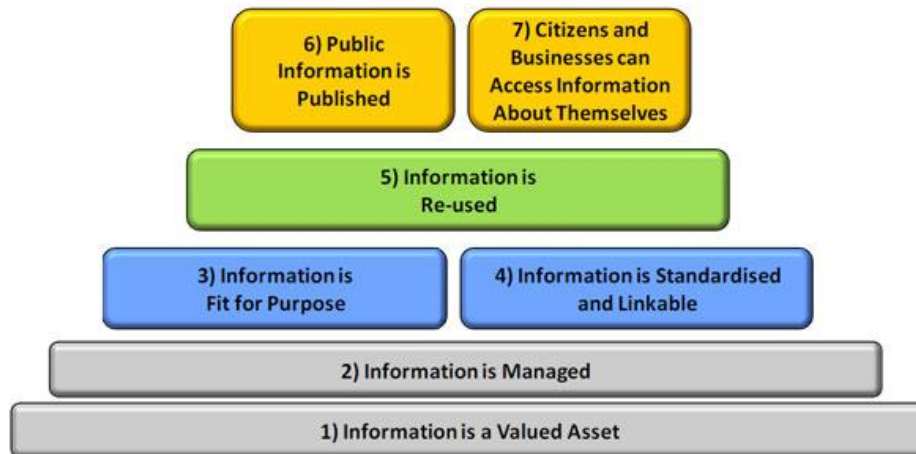
Open Government Partnership

25. The Open Government Partnership (OGP), launched in September 2011, is a coalition of governments and civil society organisations working to enhance transparency and accountability in government. It aims to secure concrete commitments from countries to increase the responsiveness of government to citizens, to counter corruption and to improve the delivery of services. The United Kingdom was a founder member and will co-chair the Partnership from April 2012 – October 2013.
26. The OGP provides the UK with a platform to establish and consolidate UK leadership internationally in the field of open government. It is also a valuable forum to engage emerging powers and others in constructive dialogue on accountability and transparency to improve public services and governance, promote innovation, reduce corruption and drive sustainable economic growth. The FCO will work closely with DFID, UK Trade & Investment, the Cabinet Office and international partners in the OGP actively to promote open government to generate prosperity and stability around the world.

Annex A

The FCO and Information Principles for the Public Sector

This annex describes how the Information Principles for the UK Public Sector² apply to the Foreign and Commonwealth Office's (FCO) Open Data Strategy.



1. Information is a Valued Asset

Information is critical to the business of the FCO, and hence effective information management is key to the Department's ability to make important decisions each day based on its information. The nature of FCO work requires close co-operation with other government partners e.g. UK Trade and Investment (UKTI) to provide information jointly. The delivery of our currently published datasets and the proposed release of more Consular "big data" under our future plans, demonstrate the high priority we give to managing our information as one of our most valuable assets.

The FCO's Information and Records Management Policy requires all policy-relevant material – in all formats – to be preserved for the public record in line with legislation, and is underpinned by the following key principles:

- FCO information assets are corporate assets, rather than personal or team assets.
- FCO information assets will be made available to as many FCO staff as possible. Restrictions will be used only where there are sound security or confidentiality reasons.
- Technology will enable the fast and easy saving, tagging and finding of information. Information-handling processes will be similarly designed.
- All FCO staff are required to have a professional responsibility for the Department's information assets.
- We must be pragmatic. Systems are designed to do a job, and providing the most user-friendly system is of primary importance, particularly in a difficult resource environment.

The FCO aims to complete the process of developing a corporate Information Asset Register (IAR) by the end of March 2013. The IAR will act as an information risk management tool, and will cover both paper and electronic assets and will give details of, for example, where the assets are held, what they contain, who owns them and who has access to them. FCO staff fully recognise the value of the information we hold,

² [http://www.cabinetoffice.gov.uk/sites/default/files/resources/Information Principles UK Public Sector final.pdf](http://www.cabinetoffice.gov.uk/sites/default/files/resources/Information%20Principles%20UK%20Public%20Sector%20final.pdf)

and the need to ensure that public and commercial interests are considered when assessing them for publication – whilst also fulfilling our statutory requirement to protect sensitive and personal data.

2. Information is Managed

In terms of information governance, staff in the FCO and its Non-Departmental Public Bodies (NDPBs) form an information community. As members of this community, staff members enjoy certain rights (e.g. access to information) in return for discharging certain responsibilities (e.g. providing and controlling information according to mandated Cabinet Office data-handling procedures). The FCO information community includes members of other Government departments working at overseas posts who use FCO information systems for their day-to-day business, e.g. DFID and the MOD. The FCO will develop an Information Sharing Policy by December 2012, backed by technological developments which will facilitate the sharing of information between FCO, other government departments and external partners. The policy will emphasise how sharing with external partners is important to the FCO's transparency commitments, but will also point staff to the security and policy considerations that they need to take into account.

The FCO recognises that information needs to be actively managed throughout its lifecycle, and has an agreed information governance framework covering:

- information quality
- information/data handling
- information exploitation
- information management
- information provision
- information risk

The FCO has a governance structure which includes an Information Management Steering Group (IMSG) chaired by the Chief Operating Officer (COO). The COO represents the IMSG on the FCO Board. The IMSG provides strategic direction for FCO knowledge, information and records management in support of the FCO's foreign policy priorities and Diplomatic Excellence initiative. Information Management Department (IMD) is responsible for ensuring that the FCO manages its information properly from a compliance point of view and maintains a suite of support mechanisms.

Throughout the FCO there are a number of different roles supporting the management of information such as Information Asset Owners (IAOs), Information Management Officers, Information Support Officers and Information Compliance Auditors. The records management processes associated within the corporate records repository (iRecords) are supported by both the local IMO and by a central team. The FCO also has comprehensive information and records management policies and guidance that ensure we address legal and regulatory requirements, and manage and protect our data throughout its lifecycle. FCO processes for retention and disposal are being reviewed in the light of a "*What to Keep*" initiative with advice and guidance from The National Archives (TNA) to meet business requirements, and will be completed by October 2012.

The FCO has incorporated digital continuity into the corporate process for the adoption of proposed new projects. The FCO's Top Risk Register is regularly reviewed by the Audit and Risk Committee and, while transparency is not currently on the Risk Register, it is monitored regularly. Guidance on the requirements for data protection is provided to all staff and the Protecting Information eLearning course (available on the Civil Service Learning portal) is mandatory for all FCO staff every year. We require IAOs to confirm annually that all the staff in their business unit have completed the course in the Annual Consolidated Certificate of

Assurance (ACCA). All FCO staff will be encouraged to complete the new Civil Service Learning module on core information management skills. A face to face *Introduction to Information Management* course is mandatory for all new entrants. A suite of other training courses supports information and records management.

The 2011 Capability Review identified shortcomings in the FCO's culture, processes and systems for effective knowledge and information management. In response, a Knowledge Excellence Project was set up to help FCO staff understand the power and significance of our information. The Information Compliance Auditors have a three year programme (2012-2014) of Information Management Health Checks (IMHCs) which are intended to improve FCO compliance with statutory legislation and information policy, in response to TNA's Information Management Assessment of the FCO. IMHCs also aim to assure the Departmental Records Officer, the Senior Information Risk Owner and IAOs of the adequacy of information compliance, both in the FCO and overseas posts.

3. Information is fit for purpose

The FCO requires the management of information within personal and collaborative workspaces to be accurate and fit for purpose. This limits confusion amongst staff who work with different systems, and across more than one security tier, and is needed to:

- Help ensure that information can be found easily and accurately.
- Contribute to ensuring consistency and integrity of the information held.
- Ensure information is held in a way that means it can be searched for with confidence in years, or even decades, after it has been stored.
- Allow FCO to easily exchange electronic information with other government bodies.

All FCO data that is to be published under the Transparency programme undergoes a scrupulous review process to ensure that it is fit for purpose, culminating in Ministerial approval. We are improving our processes for verifying the accuracy of financial data.

The Information Asset Register will record all FCO accredited systems and the information held on them. When all update returns have been received from Posts and Directorates, we plan to review the information collected, and take any necessary action. This will henceforth be an annual exercise.

4. Information is standardised and linkable

The primary FCO information management environment is electronic and, therefore, common standards for information are vital. The FCO's intention is to continue to publish in transparency-friendly formats when we transfer our web publishing operation at the end of 2012 onto the single Government domain, *Gov.uk*, managed by the Government Digital Service. As very few FCO datasets are suitable for linking, this will be carried out on a case by case basis with the long term aim that the FCO progresses towards 5-star rating for linkable data. Working within security guidelines and legislation, FCO will share information across Government where this is practical, but at all times adhering to Cabinet Office mandatory requirements for information sharing i.e. encryption.

The FCO maintains a list of geographical names approved by the Government, which is available on the FCO web site. It can be freely linked to via the FCO's Transparency page and www.data.gov.uk.

5. Information is re-used

The FCO's Information Management Health Check (IMHC) programme routinely questions Directorates as to the datasets they hold that could be considered for publication. FCO information assets will be made available for re-use and commercial exploitation (e.g. FCO travel advice), unless there are security and/or confidentiality reasons for not doing so. The FCO intends to set up a register of reusable information by 30 March 2013. We aim to ensure that information will be created once for use many times, reducing duplication as much as possible. Duplication of information in the corporate records repository (iRecords) will be reduced by December 2012. The FCO intends to use the crowdsourcing technique to proof-read the digitised Colonial Office and Foreign Office Lists in 2013, and for the review of other digitised information assets in the future.

Transparency datasets available for re-use are promoted on the FCO web site, with a 'quick link' available to users from the home page. These datasets have all been approved for publishing following rigorous sensitivity checks, and have been linked to www.data.gov.uk. We publish extensive reference data on the FCO web site and the 252 web sites hosted by UK Embassies, High Commissions and Consulates around the world – some of these in languages other than English.

6. Public information is published

The FCO Business Plan states that: "we will be as open as possible with Parliament and the public, and we see greater openness as an integral part of the UK's active and activist foreign policy – just as we work for greater transparency in foreign governments, we recognise that we must match this with a greater level of ambition in terms of our own transparency. However, some of our work is sensitive and we will adopt a pragmatic approach, withholding information only where disclosure would not be in the public interest – e.g. data which could be used to harm the UK's foreign policy interests or the security of our staff."

The FCO proactively publishes information on its external websites, in the classes prescribed by the Information Commissioner's Model Publications Scheme. The newly established FCO Transparency Unit will have a remit to work with staff across all Directorates to facilitate and expand this approach. Our Information Rights Team has a well-established process for handling requests, and has an excellent record in providing answers within required timescales. The team also monitors Freedom of Information enquiries, with a view to publishing proactively those datasets in which members of the public show an interest.

FCO Historians will continue to improve public access to diplomatic documents, by continuing their publication programme of *Documents on British Policy Overseas (DBPO)* and other works based on official sources. The next volume of DBPO will deal with the origins of the Brussels Treaty and North Atlantic Treaty 1948-49 and will be published in 2013. A history of the Know How Fund will also be published in 2013.

7. Citizens and businesses can access information about themselves

The FCO has a fairly low level of citizen interface compared with many other government departments. However, its LOCATE system allows members of the public living or travelling overseas to register, to facilitate FCO and other government partners providing appropriate support, especially during crises or emergencies. Citizens can create their own password and enter data about any overseas trips they undertake, and provide the FCO with a contact telephone number. The public are able to go back into the system and update their own details via this secure website: <http://www.fco.gov.uk/en/travel-and-living-abroad/staying-safe/Locate/>.

We recognise the considerable public interest in historical resources held by the FCO, particularly those relevant to scholars and family historians. The former collections of the FCO Library and India Office Library have been transferred to other institutions such as Kings' College Library, the British Library, The National Archives and the Institute of Advanced Legal Studies where they can be more freely consulted. These include historical publications containing information about the careers and lives of Diplomatic Service and Colonial Service staff around the world. A digitisation programme is underway which will provide even greater access to these unique sources of biographical data.

FCO Open Data Strategy: list of data to be released for first time during period 1 April 2012 to 31 March 2014

Dataset Name	Description of data (including fields)	To be first published on (i.e. date, including month and year)	Frequency of update (e.g. monthly, quarterly, annually)	Issued under the Open Government Licence (OGL) Yes or No* ³ (*If no, please provide details of alternative publication arrangement)
Consular – British Behaviour Abroad	<p>Alongside the publication of the BBA report we will publish the full data set on the numbers/types of consular cases listed below.</p> <p>Statistics on numbers of British nationals:</p> <ul style="list-style-type: none"> • travelling abroad; • who have died abroad; • arrested or detained abroad. <p>Statistics on numbers of:</p> <ul style="list-style-type: none"> • child abduction cases; • forced marriages; • emergency travel documents issued • Rapid Deployment Teams deployed. 	We have been publishing British Behaviour Abroad data annually since 2009. The new data will be available in August 2012.	Annually	Yes
Consular satisfaction and	We will publish anonymised data from our customer survey and internal targets data, to	June 2012	Monthly	Yes

³ The OGL allows the public and business to, for free: copy, publish, distribute and transmit the Information; adapt the Information; exploit the Information commercially for example, by combining it with other Information, or by including it in their own product or application. The full licence can be found at <http://www.nationalarchives.gov.uk/doc/open-government-licence>

experience data	<p>show how we are meeting the following targets:</p> <ul style="list-style-type: none"> • Consular contact with British nationals within 24 hours of arrest; • Reply to correspondence from MPs and members of the public within 20 days 			
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