Fraud and Error in the Benefit System: 2010/11 Estimates (Great Britain) Revised Edition

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Executive Summary

Revisions Summary

This edition is a revision to the 2010/11 report originally published on 23rd February 2012.

Revision 1 - 17th May 2012

Minor revisions have been made to the section 6 'Error types within the continuously measured benefits' in respect of Income Support, Jobseeker's Allowance and Pension Credit due to misclassification across some of the error types. All revised data tables are flagged with an '(R)' within section 6.

No revisions have been made to the totals for fraud, customer error and official error in sections 2 - 5 of the report.

Revision 2 - 29th November 2012

Minor changes have been made to the Income Support and Jobseeker's Allowance total overpayment confidence intervals in sections 4 and 5 of the report. All revised tables and charts are flagged with an '(R)' within sections 4 and 5.

In particular, the Income Support total lower overpayment confidence interval has been changed from 5.2% to 5.3% and the Jobseeker's Allowance lower overpayment confidence interval has been changed from 3.8% to 3.9%.

No revisions have been made to the overpayment central estimates for Income Support and Jobseeker's Allowance or to the underpayment central estimates and confidence intervals. Global overpayment and underpayment estimates have not been affected by these changes.

This publication includes the final 2010/11 estimates of total overpayments and underpayments across the benefit system as well as individual estimates for Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit for 2010/11.

The 2010/11 estimates in this report are based on 2010/11 financial year expenditure and April 2010 to March 2011 sample data for the individual benefits.

The estimates in this report replace the preliminary 2010/11 estimates that were published on 12th July 2011.

There have been four methodology changes made for this report. Please see the 'Introduction' paragraphs 1.20 onwards for further details of these.

Headline results: Fraud and Error 2010/11 estimates

All benefits

The estimate of total overpayments due to fraud and error across all benefits is £3.2bn; this is 2.1% of the total benefit expenditure, which was £153.4bn in 2010/11.

However, please note that the net loss to DWP is less than the total overpayments, since DWP and Local Authorities identify and recover around £730m of overpayments each year.

The estimate of total underpayments due to fraud and error across all benefits is £1.2bn; this is 0.8% of the total benefit expenditure in 2010/11.

Category of error

- 0.8%, or £1.2bn, of total benefit expenditure is overpaid due to fraud;
- 0.8%, or £1.3bn, of total benefit expenditure is overpaid due to customer error;
- 0.5%, or £0.8bn, of total benefit expenditure is overpaid due to official error.
- 0.5%, or £0.8bn, of total benefit expenditure is underpaid due to customer error;
- 0.3%, or £0.4bn, of total benefit expenditure is underpaid due to official error.

Individual benefits

Key findings for the individual benefits that are measured on a continuous basis are that:

- 4.4%, or £350m, of Income Support expenditure (£7.9bn) was overpaid;
- 6.1%, or £270m, of Jobseeker's Allowance expenditure (£4.5bn) was overpaid;

- 5.6%, or £470m, of Pension Credit expenditure (£8.3bn) was overpaid;
- 4.6%, or £980m, of Housing Benefit expenditure (£21.4bn) was overpaid.
- 1.1%, or £90m, of Income Support expenditure (£7.9bn) was underpaid;
- 0.4%, or £20m, of Jobseeker's Allowance expenditure (£4.5bn) was underpaid;
- 1.9%, or £160m, of Pension Credit expenditure (£8.3bn) was underpaid;
- 1.3%, or £270m, of Housing Benefit expenditure (£21.4bn) was underpaid.

Comparisons with previous estimates

We now compare the final 2010/11 fraud and error estimates with the previously published 2009/10 and preliminary 2010/11 fraud and error estimates.

All benefits

- The estimate for the <u>percentage of total benefit expenditure overpaid</u> in 2010/11 is 2.1% which is a decrease when compared to the 2009/10 estimate of 2.2%. The preliminary 2010/11 overpayment estimate was also 2.1%. It is worth noting that this estimate has remained between 2.0% and 2.2% since 2005/06.
- The estimated <u>value of overpayments</u> is £3.2bn in 2010/11 which is a decrease from the 2009/10 and preliminary 2010/11 estimates which were both £3.3bn.
- The estimate for the <u>percentage of total benefit expenditure underpaid</u> in 2010/11 is 0.8% which is a decrease when compared to the 2009/10 estimate of 0.9%. The preliminary 2010/11 underpayment estimate was also 0.8%. It is worth noting that this estimate has remained between 0.8% and 0.9% since 2005/06.
- The estimated <u>value of underpayments</u> is £1.2bn in 2010/11 which is a decrease from the 2009/10 and preliminary 2010/11 estimates which were both £1.3bn.

Category of error (Overpayments)

- The estimate for the percentage of total benefit expenditure overpaid due to <u>fraud</u> in 2010/11 has remained the same when compared to the 2009/10 and preliminary 2010/11 estimates, at 0.8%. The overpaid value in 2010/11 has risen to £1.2bn from £1.1bn in 2009/10, due to an increase in overall DWP benefit expenditure.
- The estimate for the percentage of total benefit expenditure overpaid due to <u>customer error</u> in 2010/11 has remained the same when compared to the 2009/10 and preliminary 2010/11 estimates, at 0.8%. The overpaid value in 2010/11 has risen to £1.3bn from £1.2bn in 2009/10, due to an increase in overall DWP benefit expenditure.

 The estimate for the percentage of total benefit expenditure overpaid due to official error in 2010/11 decreased to 0.5% when compared to the 2009/10 estimate of 0.6%. The preliminary 2010/11 estimate was also 0.5%. The overpaid value has also decreased to £0.8bn compared to £1.0bn in 2009/10.

Individual benefits (Overpayments)

- The estimate of <u>Income Support</u> benefit expenditure overpaid for 2010/11 is 4.4% which is a decrease when compared to the 2009/10 estimate of 5.4%. The preliminary 2010/11 estimate was also 4.4%. The overpaid value has decreased from £460m to £350m when comparing 2009/10 and 2010/11.
- The estimate of <u>Jobseeker's Allowance</u> benefit expenditure overpaid for 2010/11 is 6.1% which is an increase when compared to the 2009/10 estimate of 5.8%. The preliminary 2010/11 estimate was 6.5%. The overpaid value has remained the same at £270m when comparing 2009/10 and 2010/11, due to a decrease in overall Jobseeker's Allowance benefit expenditure.
- The estimate of <u>Pension Credit</u> benefit expenditure overpaid for 2010/11 is 5.6% which is a decrease when compared to the 2009/10 estimate of 5.9%. The preliminary 2010/11 estimate was 6.0%. The overpaid value has decreased from £480m to £470m when comparing 2009/10 and 2010/11.
- The estimate of <u>Housing Benefit</u> expenditure overpaid for 2010/11 is 4.6% which is a decrease when compared to the 2009/10 estimate of 4.7%. The preliminary 2010/11 estimate was 4.4%. The overpaid value has increased from £950m to £980m when comparing 2009/10 and 2010/11, due to an increase in overall Housing Benefit expenditure.

Please see section 3 and 5 of this report for more details on changes in the estimates over time.

None of the changes above are statistically significant at a 95% level of confidence. This suggests that any changes are more than likely to be due to sampling variation and that these estimates are stable over time and little change occurs year on year.

See section 1.18 for more details on how to interpret these figures and draw comparisons over time using confidence intervals.

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1 Introduction

Background

- 1.1 This report provides estimates of fraud and error for benefits administered by the Department for Work and Pensions (DWP) and Local Authorities. This includes a range of benefits for which we derive estimates using different methods, as detailed in 'Our Measurement System' below. For further details on which benefits are included in the total fraud and error estimates please see Annex 5. For more information on the benefit system and how DWP benefits are administered please see http://www.dwp.gov.uk/directgov/
- 1.2 The fraud and error estimates can be used for:
 - Obtaining an estimate for the <u>amount over/under paid</u> in <u>total</u> and <u>by</u>
 <u>benefit</u>, and broken down into <u>fraud</u>, <u>customer error and official error</u>,
 across the benefits administered by the DWP and Local Authorities.
 - Obtaining estimates for the amount over/under paid by benefit, broken down into the <u>types</u> of fraud, customer error and official error, across Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit.
- 1.3 Within DWP these statistics are used to evaluate, develop and support fraud and error policy, strategy and operational decisions, initiatives/options and business plans through understanding the causes of fraud and error.
- 1.4 The fraud and error estimates are used as measures in the following reports:
 - The fraud and error estimates are used to measure the impact indicator in the DWP business plan: Total cost to the taxpayer of fraud and error for benefit claims. This impact indicator refers to structural reform priority 1: Reform the welfare system, action 1.9: To reduce the level of benefit expenditure overpaid to a maximum of 1.7% by 2015.

The latest DWP business plan is available here: http://www.dwp.gov.uk/publications/corporate-publications/dwp-business-plan-2011-2015/#bp.

The impact indicator, Total cost to the taxpayer of fraud and error for benefit claims, is published in the Business Plan Quarterly Data Summary, available here: http://www.dwp.gov.uk/publications/corporate-publications/dwp-business-plan-2011-2015/business-plan-quarterly-data

 The preliminary fraud and error statistics, published in May each year, feed into the DWP accounts.

The previous publication of these statistics (preliminary 2010/11 estimates) fed into the 2010/11 DWP annual report and accounts: http://www.dwp.gov.uk/docs/dwp-annual-report-and-accounts-2010-2011.pdf

The next publication of these statistics (preliminary 2011/12 estimates), will feed into the 2011/12 DWP annual report and accounts, which will be published in summer 2012.

- The statistics feed into the annual HM Revenue and Customs National Insurance Fund accounts. These are available in the National Insurance Fund Accounts section of the HMRC reports page: www.hmrc.gov.uk/about/reports.htm
- The fraud statistics feed into the National Fraud Authority's Annual Fraud Indicator which estimates the cost of fraud to the UK:
 www.homeoffice.gov.uk/publications/agencies-public-bodies/nfa/annual-fraud-indicator
- The fraud and error estimates are used to answer Parliamentary Questions and Freedom of Information requests. Please note that we are unable to answer questions about individual fraud and error cases or provide regional estimates of fraud and error as we do not break the statistics down to this level. This is because the sample sizes for the current survey exercises are chosen to report fraud and error at the Great Britain level only, therefore reporting at a lower country/regional level could lead to unrepresentative and misleading conclusions.
- 1.5 For more information on how our estimates are used and by who please refer to the below document published at: http://statistics.dwp.gov.uk/asd/asd2/fem/uses_users.pdf

Our Measurement System

1.6 Estimates of fraud and error for various benefits have been derived using three different methods, now described:

Continuously reviewed benefits

- 1.7 Fraud and Error for Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit are measured on a continuous basis and expenditure on these benefits accounts for 27% of all benefit expenditure. Also official error (see <u>definitions</u> on next page) is measured continuously in both Retirement Pension and Social Fund therefore meaning that 73% of all benefit expenditure is measured for official error on a continuous basis.
- 1.8 Estimates are produced by statistical analysis of data collected through continuous survey exercises, in which independent specially trained staff from the Department's Performance Measurement team, review a randomly selected sample of cases each year.
- 1.9 The review process involves the following activity:

- Previewing the case by collating information from a variety of DWP or Local Authority (LA) systems to develop an initial picture and to identify any discrepancies between information from different sources;
- Interviewing the customer at their home, using a structured and detailed set of questions about the basis of their claim. This aims to identify any discrepancies between the customer's current circumstances and the circumstances upon which their benefit claim was based.
- 1.10 If a suspicion of fraud is identified, an investigation is undertaken by a trained Fraud Investigator with the aim of resolving the suspicion.

Occasionally reviewed benefits

1.11 Since 1995, the Department has carried out National Benefit Reviews (NBRs) for various benefits to estimate the level of fraud and error in a particular financial year following the same process outlined in 1.8 and 1.9 above. These benefits cover 58% of total expenditure.

Unreviewed benefits

- 1.12 The remaining benefits, which account for around 14% of total benefit expenditure, have never been subject to a specific review. These benefits tend to have relatively low expenditure which means it is not cost effective to undertake a review. For these benefits the estimates are based on assumptions about the likely level of fraud and error.
- 1.13 For some of these benefits the estimates of fraud and error are based on comparable measured benefits. Council Tax Benefit, for example, has many similarities to Housing Benefit, both in terms of entitlement and its administration. Therefore, the estimate of fraud and error in Council Tax Benefit (CTB) is based on the results of measurement of HB, adjusted to account for the greater proportion of pensioners in receipt of CTB.
- 1.14 Where there is no similar measured benefit it is assumed that fraud and error is equal to the average estimate of fraud and error across all measured benefits.

Definitions of fraud, customer error and official error

- 1.15 The tables presented in this report estimate fraud, customer error and official error. The definitions are explained further below.
 - **Fraud:** This includes all cases where the following three conditions apply:
 - the basic conditions for receipt of benefit, or the rate of benefit in payment, are not being met;
 - the customer can reasonably be expected to be aware of the effect on entitlement; and
 - benefit stops or reduces as a result of the review.

- **Customer Error:** The customer has provided inaccurate or incomplete information, or failed to report a change in their circumstances, but there is no fraudulent intent on the customer's part.
- Official Error: Benefit has been paid incorrectly due to inaction, delay or a mistaken assessment by the DWP, a Local Authority or Her Majesty's Revenue and Customs.
- 1.16 For more information on the methods used to produce these estimates and how they are quality assured refer to the below document published at: http://statistics.dwp.gov.uk/asd/asd2/fem/quality_methods.pdf

Interpretation of the results

- 1.17 Care is required when interpreting the results presented in this report;
 - These estimates are subject to statistical sampling uncertainties. All estimates are based on reviews of random samples drawn from the benefit caseloads. In any survey sampling exercise, the estimates derived from the sample may differ from what we would see if we examined the whole caseload. Further uncertainties occur due to the assumptions that have had to be made to account for incomplete or imperfect data or using older measurements. Where possible, these further uncertainties have been quantified and combined with the sampling uncertainties to give an overall assessment in the form of 95% confidence limits. These confidence limits show the range within which we can be 95% sure that the true value lies. A few remaining sources of uncertainty could not be quantified and have not been incorporated into the confidence limits; e.g. where the assessment of error involves subjective judgment that may be applied with varying degrees of strictness for different review cases or for different periods of time.
 - A proportion of continuously measured benefit expenditure cannot be captured by the sampling process. This is mainly because of the delay between sample selection and the interview of the customer, and also the time taken to process new benefit claims, which excludes the newest cases from the review. The estimates in the tables in this report have been extrapolated to cover all expenditure. The confidence intervals reflect some, but not all, of the uncertainty involved in applying the sample results to elements of expenditure that are not fully covered by the sample. We consider that the remaining unquantified uncertainty from this source is relatively small.
 - The estimates do not encompass all fraud and error. This is because fraud is, by its nature, a covert activity, complex official error can be difficult to identify and some suspicions of fraud on the sample cases cannot be

- proven. For example, unreported earnings in the informal economy will be much harder to detect than those in the formal economy.
- Some incorrect payments may be unavoidable. The measurement methodology will treat a case as incorrect, even where the customer has promptly reported a change and there is only a short processing delay.
- Some overpaid benefit is subsequently recovered. The estimates in this publication are of the amount of benefit that is paid out incorrectly, rather than the eventual financial loss to the Department and Local Authorities. In 2010/11 DWP recoveries (excluding Housing Benefit) were estimated to be in the region of £310m. Housing Benefit recoveries by Local Authorities are estimated to be in the region of £420m for 2010/11. [http://research.dwp.gov.uk/asd/asd1/hb_ctb/recoveries_and_fraud_data/ind_ex.php?page=recoveries_and_fraud_data]. Therefore, the net loss to the Department is less than the overpayment figures shown in this report.
- 1.18 Care is also required when interpreting and comparing the results over time presented in this report:
 - The estimates are based on a random sample of the total benefit caseload and are therefore subject to statistical uncertainties, as explained in the first bullet above. This uncertainty is quantified by the estimation of 95% confidence intervals surrounding the estimate. These 95% confidence intervals show the range which we would expect the true value of fraud and error to lie within.
 - When comparing two estimates users should take into account the confidence intervals surrounding each of the estimates. The calculation to determine whether the results are significantly different from each other is complicated and takes into account the width of the confidence intervals. We perform this robust calculation in our methodology and state in the report whether any differences between years are significant or not. However, the general reader can broadly estimate whether differences are significant by seeing how much the confidence intervals overlap. If they do not overlap then the differences between estimates are generally significantly different and indicate a real change in the estimates over time. If confidence intervals do overlap then the difference between estimates are generally not significantly different, indicating that any changes are more than likely to be due to sampling variation rather than real change.
- 1.19 For more information regarding sampling uncertainties and interpreting confidence intervals please refer to the below document published at: http://statistics.dwp.gov.uk/asd/asd2/fem/var_conf_levels.pdf

Methodology Changes

- 1.20 Several methodology changes have been applied to this report's data and therefore affect the final 2010/11 estimates.
 - i) Changes to our calculation processes and methodology across the individual benefits

During 2011 the Fraud and Error Measurement (FEM) team have carried out a series of changes to the calculation processes and methodology in order to simplify and align these across the individual benefits. This work has made our processing quicker, more efficient, robust and transparent and easier to quality assure. This in turn will reduce risk in our calculation processes and will enable our team, in the future, to make changes to the computer programs more easily, especially with the advent of Universal Credits, and be more flexible with resources. The new aligned processing system will also make it easier for our customers to interpret and compare findings across the individual benefits.

Phase 1 of this work has been completed and signed off by key stakeholders, therefore changes to parts of the calculation process have been implemented for this report. The overall impact of these changes has been tested, see below for the impact the changes have made when applied to the preliminary 2010/11 estimates.

• For Income Support, Jobseeker's Allowance and Pension Credit

OVERPAYMENTS - Impact of Changes on Preliminary 2010/11 estimates

Benefit	Published %	Revised %	%	Published	Revised	Change
	overpayment	overpayment	change	overpayment	overpayment	in MVFE
	estimate	estimate		MVFE (£m)	MVFE (£m)	(£m)
Income Support	4.2%	4.3%	+0.1%	£230m	£230m	-
Disabled/Other						
Income Support	4.8%	4.8%	-	£120m	£120m	-
Lone Parents						
Jobseeker's	6.5%	6.6%	+0.1%	£300m	£300m	-
Allowance						
Pension Credit	6.0%	6.1%	+0.1%	£500m	£510m	+£10m

UNDERPAYMENTS - Impact of Changes on Preliminary 2010/11 estimates

Benefit	Published %	Revised %	%	Published	Revised	Change
	underpayment	underpaym'nt	change	underpaym'nt	underpayment	in MVFE
	estimate	estimate		MVFE (£m)	MVFE (£m)	(£m)
Income Support	1.2%	1.2%	-	£70m	£60m	-£10m
Disabled/Other						
Income Support	0.8%	0.8%	-	£20m	£20m	-
Lone Parents						
Jobseeker's	0.3%	0.3%	-	£20m	£10m	-£10m
Allowance						
Pension Credit	2.1%	2.1%	-	£180m	£180m	-

- For Housing Benefit there has been zero impact on the overpayment and underpayment estimates.
- For Global Measurement there has been zero impact on the overpayment and underpayment estimates.

Phase 2 of the project will be carried out in summer 2012.

ii) Introduction of a new capping hierarchy for Income Support, Jobseeker's Allowance and Pension Credit

We have introduced a change to the order in which Income Support, Jobseeker's Allowance and Pension Credit errors are capped within our calculation methodology. They are now capped for Customer Fraud first, then Customer Error, then Official Error. In previous reports they were capped for Official Error first, then Customer Fraud, then Customer Error. This change aligns the above benefits with the Housing Benefit capping hierarchy.

What is capping?

Where a case has multiple errors that may sum to more than the total award value, the errors are capped (using a hierarchy of error type) so that the total amount of overpayment error does not exceed the award value for the case. We do this so that the total overpayment error value better represents the net loss to the public purse.

The principle that the amount of incorrectness on an individual case cannot be more than the difference between what the customer received and the amount they should have received makes the hierarchy of errors important as it impacts reported figures. The lower an error type classification is down the hierarchy the more chance that its full value may not be taken into account as other errors on an individual case will have already accounted for the full award value.

The change in the capping hierarchy ensures that;

- our calculation methodology of capping is consistent with business methodology which instructs that any incorrectness involving mistakes by both officials and customers should be classed as Customer Error. Therefore Customer Error should be above Official Error in the capping hierarchy;
- our fraud and error estimates are more consistent with decisions on recoverability of overpayments;
- our fraud and error estimates are future proofed for the introduction of Universal Credits.

The impact of this change has been included in the table above under methodology change i).

iii) Incapacity Benefit is no longer continuously measured

Since the introduction of Employment and Support Allowance in October 2008 no new claimants have been awarded Incapacity Benefit as they claim Employment and Support Allowance instead. In addition, all current claimants of Incapacity Benefit are being reassessed and will be moved to either Employment and Support Allowance or Jobseeker's Allowance in the near future. For this reason we have stopped measuring Incapacity Benefit for fraud and error on a continuous basis and have re-deployed resources to measure Employment Support Allowance for Official Error instead, which will be reported for the first time in May 2013.

For this report and after, the preliminary 2010/11 Incapacity Benefit estimates will be used in our publications and applied to the latest expenditure figures to provide the most up to date monetary values of fraud and error.

iv) New Error Code Framework

A new error code framework was introduced in April 2010 following internal stakeholder consultation and agreement to have more meaningful information on the types of fraud and error.

This is the first report to include these new error code breakdowns.

Unfortunately the new breakdowns are not comparable to our previously published error code breakdowns (published in our pre 2010/11 reports).

See section 6 for more details.

See Annex 4 for a full list of methodology changes that have been applied to the reports since 2005/06.

2 Fraud and error in the benefit system: 2010/11 estimates

- 2.1 This section presents estimates of overpayments and underpayments across all benefit expenditure in 2010/11. These are derived from the estimates produced for each individual DWP benefit.
- 2.2 For the continuously reviewed DWP administered benefits (Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit), estimates of the percentage of benefit expenditure overpaid or underpaid based on measurement activity from April 2010 to March 2011 have been used, as these are the latest available estimates. The percentages have then been applied to 2010/11 expenditure.
- 2.3 An explanation of 'Continuously reviewed', 'Occasionally reviewed' and 'Unreviewed' is given in section 1 above.
- 2.4 For a full list of all benefits included in the fraud and error estimates and their method of measurement please see Annex 5.
- 2.5 The 'Last Measured' column provides information on which measurement sample period has been used to produce the percentage estimates. Unless stated otherwise in the 'Notes to table', the latest 2010/11 expenditure has then been applied to these estimates to provide the most up to date monetary values for fraud and error. Please note, the latest (i.e. 'Last Measured') continuously reviewed and occasionally reviewed benefit estimates have been used as proxies to estimate the 'Unreviewed' benefits.
- 2.6 These estimates are subject to the statistical uncertainties and other limitations discussed in Section 1.

Overpayments

- 2.7 The estimates of overpayments due to fraud and error in 2010/11 are shown in Table 2.1 below.
- 2.8 'Instrument of Payment' (IoP) is an area of fraud that is not measured as part of the benefit reviews. It concerns fraud associated with abuse of types of payment (e.g. where a third party intercepts a giro cheque intended for someone else and cashes it, or where the customer gets more benefit than they are entitled to by means of manipulating payments or reporting them as not received or stolen, obtains a replacement then cashes both). The reported amounts of IoP frauds are decreasing over time due to nearly all payments now being made directly into either the customer's bank or post office account.
- 2.9 'Interdependencies' is an estimate of the knock-on effects of Disability Living Allowance (DLA) overpayments on caring and disability premiums on incomerelated benefits, which depend on the rate of DLA in payment.

Table 2.1: Estimated overpayments in 2010/11

Benefit	Expenditure	Fraud & Error		Fra	Fraud		Customer Error		icial ror	Last Measured
Continuously reviewed										
Income Support	£7.9bn	4.4%	£350m	2.8%	£220m	1.0%	£80m	0.6%	£50m	Apr 10 - Mar 11
Jobseeker's Allowance	£4.5bn	6.1%	£270m	3.4%	£150m	0.4%	£20m	2.3%	£100m	Apr 10 - Mar 11
Pension Credit	£8.3bn	5.6%	£470m	1.6%	£140m	2.0%	£170m	1.9%	£160m	Apr 10 - Mar 11
Housing Benefit	£21.4bn	4.6%	£980m	1.4%	£300m	2.8%	£590m	0.4%	£90m	Apr 10 - Mar 11
Instrument of Payment			£0m		£0m					Apr 10 - Mar 11
Occasionally reviewed										
Incapacity Benefit	£5.6bn	2.4%	£130m	0.3%	£20m	0.9%	£50m	1.2%	£70m	Oct 09 - Sep 10
Disability Living Allowance ¹	£12.0bn	1.9%	£220m	0.5%	£60m	0.6%	£70m	0.8%	£90m	Apr 04 - Mar 05
Retirement Pension ²	£69.8bn	0.1%	£90m	0.0%	£0m	0.1%	£60m	0.0%	£30m	Apr 05 - Mar 06
Carer's Allowance	£1.6bn	5.5%	£90m	3.9%	£60m	1.0%	£20m	0.6%	£10m	Apr 96 - Mar 97
Interdependencies			£40m		£10m		£10m		£20m	Apr 10 - Mar 11
Unreviewed										
Unreviewed (excl CTB) 3	£17.3bn	2.2%	£380m	0.9%	£150m	0.6%	£100m	0.8%	£130m	
Council Tax Benefit	£4.9bn	4.2%	£210m	1.3%	£60m	2.5%	£120m	0.4%	£20m	
Total ⁴	£153.4bn	2.1%	£3.2bn	0.8%	£1.2bn	0.8%	£1.3bn	0.5%	£0.8bn	
Range ⁵		(1.8,2.5)	(2.8,3.8)	(0.6,1.1)	(1.0,1.6)	(0.7,1.1)	(1.0,1.6)	(0.4,0.7)	(0.6,1.1)	

Notes to table:

Figures expressed as percentages (%) give the overpayments as a percentage of the benefit paid out in the year.

- 1 The 2004/05 Disability Living Allowance (DLA) National Benefit Review identified cases where the change in customer's needs had been so gradual that it would be unreasonable to expect them to know at which point their entitlement to DLA might have changed. These cases do not result in a recoverable overpayment as we cannot identify when the change occurred. Because legislation requires the Secretary of State to prove that entitlement to DLA is incorrect, rather than requiring the customer to inform us that their needs have changed, cases in this sub-category are legally correct. The difference between what customers in these cases are receiving in DLA and related premiums in other benefits and what they would receive if their benefit was reassessed was estimated to be around £0.6 billion (+/-£0.2 billion). This component is not included in the total above.
- 2 Official error estimates for Retirement Pension (RP) are derived from a continuous measurement exercise which covered the period April 2010 to March 2011. RP fraud and customer error estimates have been produced based on a National Benefit Review exercise carried out in 2005/06. The latest 2010/11 expenditure has then been applied to these estimates to provide the most up to date monetary values for RP fraud and error.
- 3 Social Fund (SF) estimates are included in the 'Unreviewed' category. SF official error estimates are derived from a continuous measurement exercises which covered the period April 2010 to March 2011. It is estimated that 3.6% of expenditure was overpaid due to official error corresponding to £16m of net 2010/11 expenditure. The confidence intervals surrounding this estimate were [2.9%-4.5%] or [£13m-£20m]. Fraud and customer error continue to be unmeasured and are estimated using a proxy.
- 4 Rows and columns may not sum to totals due to rounding.
- 5 Approximate 95% confidence intervals are given. These allow for non-sample error (i.e. an error in sample estimates which cannot be attributed to sampling fluctuations) in occasionally reviewed benefits and the additional uncertainty that comes from the use of older measurement periods.

Underpayments

- 2.10 The estimates of underpayments due to fraud and error in 2010/11 are shown in the Table 2.2 below.
- 2.11 Note that these estimates only include customers that are getting less than they are entitled to and do not include those people who are entitled to benefits but who do not apply, or whose applications are not awarded when they should be. For estimates of 'non-take-up' of some benefits see http://statistics.dwp.gov.uk/asd/index.php?page=irb

Table 2.2: Estimated underpayments in 2010/11

Benefit	Expenditure	Fraud	& Error	Fraud		Customer Error		Offi Er		Last Measured
Continuously reviewed										
Income Support	£7.9bn	1.1%	£90m	0.0%	£0m	0.6%	£40m	0.5%	£40m	Apr 10 - Mar 11
Jobseeker's Allowance	£4.5bn	0.4%	£20m	0.1%	£0m	0.1%	£0m	0.3%	£10m	Apr 10 - Mar 11
Pension Credit	£8.3bn	1.9%	£160m	0.0%	£0m	0.8%	£70m	1.1%	£90m	Apr 10 - Mar 11
Housing Benefit	£21.4bn	1.3%	£270m	0.0%	£0m	1.0%	£220m	0.2%	£50m	Apr 10 - Mar 11
Occasionally reviewed										
Incapacity Benefit	£5.6bn	0.7%	£40m	0.0%	£0m	0.0%	£0m	0.7%	£40m	Oct 09 - Sep 10
Disability Living Allowance	£12.0bn	2.5%	£300m	0.0%	£0m	2.4%	£290m	0.1%	£10m	Apr 04 - Mar 05
Retirement Pension ¹	£69.8bn	0.1%	£90m	0.0%	£0m	0.0%	£0m	0.1%	£90m	Apr 05 - Mar 06
Carer's Allowance	£1.6bn	0.1%	£0m	0.0%	£0m	0.1%	£0m	0.0%	£0m	Apr 96 - Mar 97
Unreviewed										
Unreviewed (excl CTB) ²	£17.3bn	1.3%	£220m	0.0%	£0m	1.0%	£170m	0.3%	£50m	
Council Tax Benefit	£4.9bn	1.2%	£60m	0.0%	£0m	0.9%	£50m	0.2%	£10m	
Total ³	£153.4bn	0.8%	£1.2bn	0.0%	£0.0bn	0.5%	£0.8bn	0.3%	£0.4bn	
Range ⁴		(0.6,1.1)	(0.9,1.6)	(0.0,0.0)	(0.0,0.0)	(0.3,0.8)	(0.5,1.2)	(0.2,0.3)	(0.3,0.5)	

Notes to table:

Figures expressed as percentages (%) give the underpayments as a percentage of the benefit paid out in the year.

- 1 Official error estimates for Retirement Pension (RP) are derived from a continuous measurement exercise covering the period April 2010 to March 2011. RP fraud and customer error estimates have been produced based on a National Benefit Review exercise carried out in 2005/06. The latest 2010/11 expenditure has then been applied to these estimates to provide the most up to date monetary values for RP fraud and error.
- 2 Social Fund (SF) estimates are included in the 'Unreviewed' category. SF official error estimates are derived from continuous measurement exercises in the period April 2010 to March 2011. It is estimated that 0.6% of expenditure was underpaid due to official error corresponding to £3m of net expenditure in 2010/11. The confidence intervals surrounding this estimate were [0.3%-0.8%] or [£2m-£4m]. Fraud and customer error continue to be unmeasured and are estimated using a proxy.
- 3 Rows and columns may not sum to totals due to rounding.
- 4 Approximate 95% confidence intervals are given. These allow for non-sample error (i.e. an error in sample estimates which cannot be attributed to sampling fluctuations) in occasionally reviewed benefits and the additional uncertainty that comes from the use of older measurement periods.

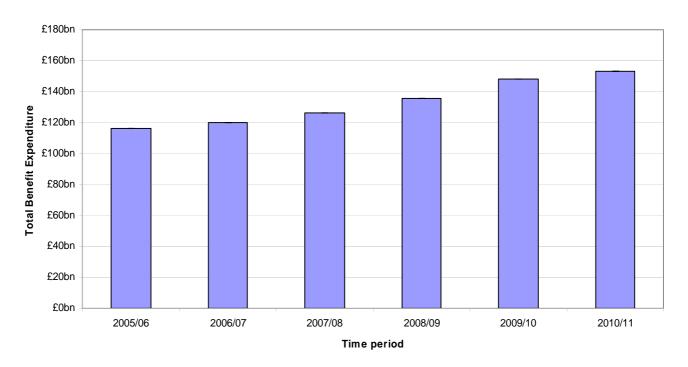
3 Fraud and error across the benefit system over time

3.1 This section provides a comparison of DWP benefit expenditure over time and estimates of total fraud and error across all benefits over time for both overpayments and underpayments.

Total Benefit Expenditure since 2005/06

- 3.2 Figure 3.1 below shows total annual benefit expenditure since 2005/06.
- 3.3 DWP benefit payments have gradually increased over time from £115.8bn in 2005/06 to £153.4bn in 2010/11. Overall changes are caused by the number and make-up of benefit claims, as well as uprating of benefit amounts each year.

Figure 3.1: Total Benefit Expenditure since 2005/06



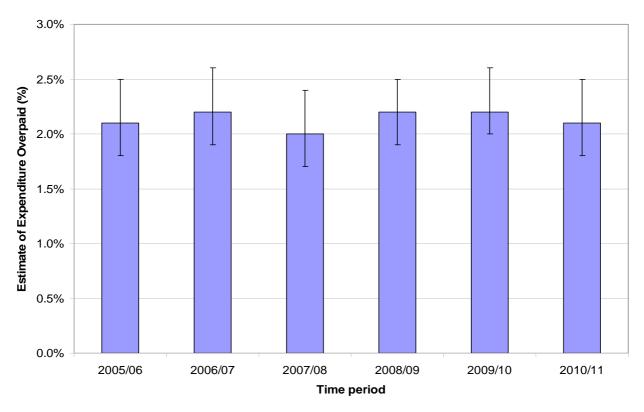
- 3.4 Between 2009/10 and 2010/11 benefit expenditure increased by £5.4bn / 3.5% (from £148.0 to £153.4bn). In 2010 most benefits were uprated by between 1.5% and 1.8%. Basic State Pension was uprated by 2.5%. Apart from this, changes were mainly driven by;
 - An increase in the Retirement Pension caseload in line with growth in the number of people over pension age;
 - A rise in Housing Benefit expenditure due to rent inflation being higher than price inflation, and a growth in claimants in work;

- Continued growth in the Disability Living Allowance caseload;
- Higher Cold Weather Payments expenditure due to a colder than average winter in 2010/11;
- A rise in Statutory Maternity Pay expenditure caused by the 2010/11 figure including payments for past years;
- The rise in Employment Support Allowance expenditure was partly offset by decreases in Income Support and Incapacity Benefit due to migration of their caseload to Employment Support Allowance;
- Income Support also reduced because of the Lone Parent Obligations policy, and Jobseeker's Allowance reduced as the claimant count fell.

Overpayments since 2005/06

- 3.5 Estimates of the total overpayments across all benefits have been published as National Statistics since 2005/06. Over this period the methods used to produce these estimates were consistent so the estimates are directly comparable. The graphs in this section show the percentage of benefit overpaid over this time period.
- 3.6 The graphs include the estimates for 2010/11. These estimates are based on measurement activity from April 2010 to March 2011 for the continuously measured benefits, applied to expenditure in the 2010/11 financial year.
- 3.7 Figure 3.2 below shows the estimated percentage of total DWP benefit expenditure overpaid since 2005/06. Estimated 95% confidence intervals are also illustrated by the black lines.

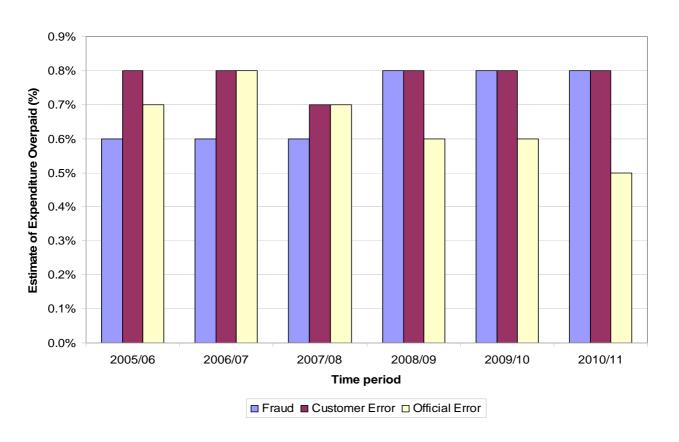
Figure 3.2: Estimated percentage of expenditure overpaid since 2005/06



- The estimated percentage of total expenditure overpaid due to fraud and error across all DWP benefits has changed very little over time. Between 2005/06 and 2010/11, it has varied between 2.0% and 2.2%, with the latest estimate being 2.1% in 2010/11.
- 3.9 However, DWP benefit expenditure has gradually increased over time (see paragraphs 3.2 to 3.4 above) which in turn has led to an increase in the monetary value of the overpayments from £2.5bn in 2005/06 to £3.2bn in 2010/11.

3.10 Figure 3.3 below shows the estimated percentage of total DWP benefit expenditure overpaid due to fraud, customer error and official error since 2005/06.

Figure 3.3: Estimated percentage of expenditure overpaid due to fraud, customer error and official error since 2005/06



- 3.11 For the 2010/11 estimates, customer error and fraud contribute an equal percentage, 0.8%, of the overpaid expenditure. Official error is lower; it is estimated to be at 0.5% of total overpaid expenditure.
- 3.12 Overpayments due to fraud increased from 0.6% (£0.6bn) of total benefit expenditure in 2005/06 to 0.8% in 2008/09, but have since remained at 0.8%. In cash terms fraud was £1.2bn in 2010/11. The main contributors to this increase, in order of monetary value, are Housing Benefit, Jobseeker's Allowance, Pension Credit and then Income Support.
- 3.13 Customer error overpayments were 0.8% (£1.0bn) in 2005/06 and have remained at a relatively stable level at 0.8% (or £1.3bn) in 2010/11. The increase in customer error overpaid expenditure is due to an overall increase in DWP benefit expenditure as explained in paragraphs 3.2 to 3.4 above.
- 3.14 Official error has decreased from 0.7% (£0.9bn) of total DWP benefit expenditure in 2005/06 to 0.5% (£0.8bn) in 2010/11. The two main contributors to this decrease are Income Support and Housing Benefit which offset an increase in Jobseeker's Allowance.
- 3.15 See section 5 for more details on changes for individual benefits.

3.16 Table 3.1 below shows the estimated percentage and monetary value of total DWP benefit expenditure overpaid due to fraud, customer error and official error since 2005/06.

Table 3.1: Estimated overpayments due to fraud and error since 2005/06

Year	Fraud		Customer Error		Official Error		Fraud and Error					
2005/06	0.6%	£0.6bn	0.8%	£1.0bn	0.7%	£0.9bn	2.1%	(1.8,	2.5)	£2.5bn	(2.1,	2.9)
2006/07	0.6%	£0.8bn	0.8%	£0.9bn	0.8%	£0.9bn	2.2%	(1.9,	2.6)	£2.6bn	(2.3,	3.1)
2007/08	0.6%	£0.8bn	0.7%	£0.8bn	0.7%	£0.9bn	2.0%	(1.7,	2.4)	£2.6bn	(2.1,	3.0)
2008/09	0.8%	£1.0bn	0.8%	£1.1bn	0.6%	£0.8bn	2.2%	(1.9,	2.5)	£2.9bn	(2.6,	3.5)
2009/10	0.8%	£1.1bn	0.8%	£1.2bn	0.6%	£1.0bn	2.2%	(2.0,	2.6)	£3.3bn	(2.9,	3.9)
2010/11	0.8%	£1.2bn	0.8%	£1.3bn	0.5%	£0.8bn	2.1%	(1.8,	2.5)	£3.2bn	(2.8,	3.8)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit overpaid during the time period.

Monetary values refer to an estimate of the amount of benefit overpaid during the time period.

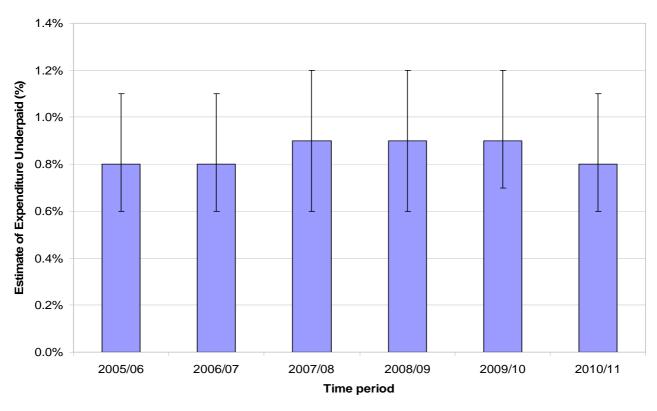
95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Rows and columns may not sum to totals due to rounding.

Underpayments since 2005/06

- 3.17 Estimates of the total underpayments across all benefits have been published as National Statistics since 2005/06. Over this period the methods used to produce these estimates were consistent so the estimates are directly comparable. The graphs in this section show the percentage of benefit underpaid over this time period.
- 3.18 The graphs include the estimates for 2010/11. These estimates are based on measurement activity from April 2010 to March 2011 for the continuously measured benefits, applied to expenditure in the 2010/11 financial year.
- 3.19 Figure 3.4 below shows the estimated percentage of total DWP benefit expenditure underpaid since 2005/06. Estimated 95% confidence intervals are also shown by the black lines.

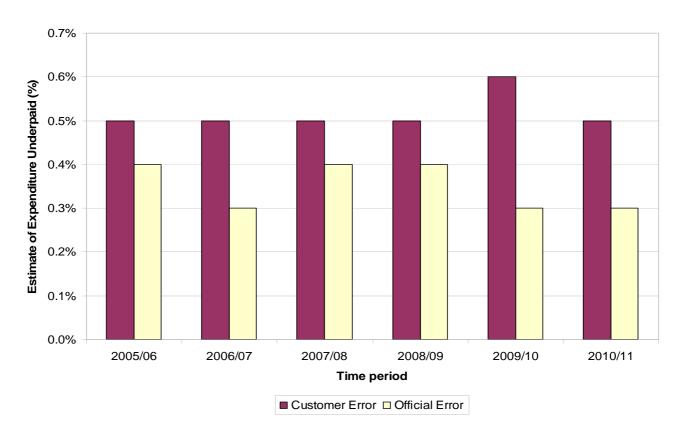
Figure 3.4: Estimated percentage of expenditure underpaid since 2005/06



- 3.20 The estimated percentage of total DWP benefit expenditure underpaid has varied only marginally from 2005/06 to the current 2010/11 figures. It was 0.8% in 2005/06, increased to 0.9% in 2007/08 before decreasing to 0.8% again in 2010/11.
- 3.21 However, DWP benefit expenditure has gradually increased over time (see paragraphs 3.2 to 3.4 above) which in turn has led to an increase in the monetary value of the underpayments from £1.0bn in 2005/06 to £1.2bn in 2010/11.

3.22 Figure 3.5 below shows the estimated percentage of total DWP benefit expenditure underpaid due to customer error and official error since 2005/06.

Figure 3.5: Estimated percentage of expenditure underpaid due to customer error and official error since 2005/06



- 3.23 For the 2010/11 estimates, 0.5% of expenditure (£0.8bn) is underpaid due to customer error. Official error is lower; just 0.3% of expenditure (£0.4bn) is underpaid. Official error underpayments have also changed very little, varying between 0.3% and 0.4%.
- 3.24 Customer error underpayments have remained relatively stable over the period, being estimated at either 0.5% or 0.6%.
- 3.25 The level of underpayments due to fraud is always very low but can occur on certain benefits (see paragraphs 5.29 and 5.55 for more details).
- 3.26 See section 5 for more details on changes for individual benefits.

3.27 Table 3.2 below shows the estimated percentage and monetary value of total DWP benefit expenditure underpaid due to fraud, customer error and official error since 2005/06.

Table 3.2: Estimated underpayments due to fraud and error since 2005/06

Year	Fr	aud	Customer Error		Official Error		Fraud and Error					
2005/06	0.0%	£0.0bn	0.5%	£0.5bn	0.4%	£0.4bn	0.8%	(0.6,	1.1)	£1.0bn	(0.7,	1.2)
2006/07	0.0%	£0.0bn	0.5%	£0.6bn	0.3%	£0.4bn	0.8%	(0.6,	1.1)	£1.0bn	(0.7,	1.4)
2007/08	0.0%	£0.0bn	0.5%	£0.6bn	0.4%	£0.4bn	0.9%	(0.6,	1.2)	£1.1bn	(0.8,	1.5)
2008/09	0.0%	£0.0bn	0.5%	£0.7bn	0.4%	£0.5bn	0.9%	(0.6,	1.2)	£1.2bn	(0.9,	1.6)
2009/10	0.0%	£0.0bn	0.6%	£0.8bn	0.3%	£0.5bn	0.9%	(0.7,	1.2)	£1.3bn	(1.0,	1.7)
2010/11	0.0%	£0.0bn	0.5%	£0.8bn	0.3%	£0.4bn	0.8%	(0.6,	1.1)	£1.2bn	(0.9,	1.7)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit underpaid during the time period.

Monetary values refer to an estimate of the amount of benefit underpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Rows and columns may not sum to totals due to rounding.

4 Fraud and error in the continuously measured benefits: 2010/11 estimates

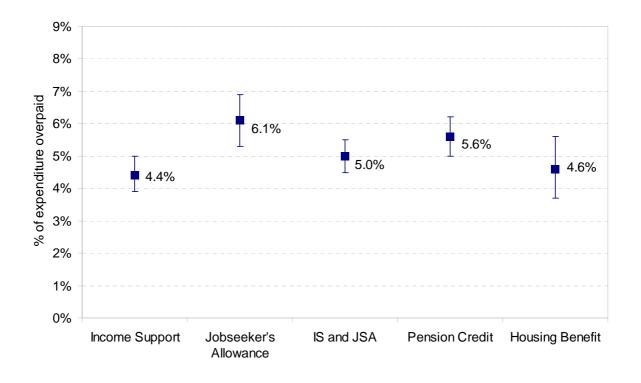
- 4.1 This section gives estimates for those benefits for which fraud, customer error and official error have been continuously measured, namely Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit. It also gives estimates for Income Support (IS) and Jobseeker's Allowance (JSA) combined.
- 4.2 The preliminary 2010/11 report was the last report in which Incapacity Benefit was continuously measured. Please refer to this report for Incapacity Benefit estimates over time.

 http://statistics.dwp.gov.uk/asd/asd2/fem/fem_oct09_sep10.pdf

Overpayments

4.3 Figure 4.1 shows estimates of the overpayments for those benefits which are continuously measured.

Figure 4.1: Estimated expenditure overpaid for each continuously measured benefit: 2010/11 estimates (R)



4.4 Table 4.1 shows the estimated overpayments broken down by fraud, customer error and official error.

Table 4.1: Estimated overpayments for each continuously measured benefit: 2010/11 estimates (R)

Benefit	Fraud		Custon	ner Error	Offici	al Error	Total		
Income Support	2.8%	(2.4, 3.3)	1.0%	(0.8, 1.1)	0.6%	(0.5, 0.8)	4.4%	(3.9, 5.0)	
income oupport	£220m	(190, 260)	£80m	(60, 90)	£50m	(40, 60)	£350m	(310, 390)	
Jobseeker's	3.4%	(2.8, 4.1)	0.4%	(0.2, 0.6)	2.3%	(1.8, 2.7)	6.1%	(5.3, 6.9)	
Allowance	£150m	(130, 190)	£20m	(10, 30)	£100m	(80, 120)	£270m	(240, 310)	
IS and JSA	3.0%	(2.6, 3.5)	0.7%	(0.6, 0.9)	1.2%	(1.0, 1.4)	5.0%	(4.5, 5.5)	
Combined	£380m	(330, 430)	£90m	(80, 110)	£150m	(120, 180)	£620m	(570, 680)	
Pension Credit	1.6%	(1.2, 2.1)	2.0%	(1.7, 2.3)	1.9%	(1.6, 2.3)	5.6%	(5.0, 6.2)	
rension credit	£140m	(100, 170)	£170m	(140, 190)	£160m	(140, 190)	£470m	(420, 520)	
Housing Benefit	1.4%	(0.9, 2.0)	2.8%	(2.0, 3.4)	0.4%	(0.3, 0.7)	4.6%	(3.7, 5.6)	
Tiousing Bellent	£300m	(190, 430)	£590m	(430, 730)	£90m	(50, 160)	£980m	(790, 1190)	

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit overpaid during the time period.

Monetary values refer to an estimate of the amount of benefit overpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

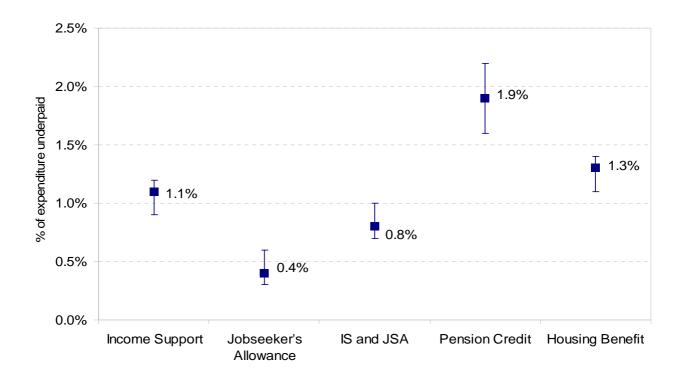
Rows may not sum to totals due to rounding.

4.5 Refer to Section 6 and Annex 3 for a more detailed assessment of the different types of fraud, customer error and official error overpayments.

Underpayments

4.6 Figure 4.2 shows estimates of the underpayments for those benefits which are continuously measured.

Figure 4.2: Estimated expenditure underpaid for each continuously measured benefit: 2010/11 estimates



4.7 Table 4.2 shows the estimated underpayments broken down by fraud, customer error and official error.

Table 4.2: Estimated underpayments for each continuously measured benefit: 2010/11 estimates

Benefit	Ī	Fraud		ner Error	Offici	al Error	Total		
Income Support	0.0%	(0.0, 0.1)	0.6%	(0.4, 0.7)	0.5%	(0.4, 0.6)	1.1%	(0.9, 1.2)	
income Support	£0m	(0, 10)	£40m	(30, 60)	£40m	(30, 50)	£90m	(70, 100)	
Jobseeker's	0.1%	(0.0, 0.2)	0.1%	(0.0, 0.1)	0.3%	(0.1, 0.4)	0.4%	(0.3, 0.6)	
Allowance	£0m	(0, 10)	£0m	(0, 0)	£10m	(10, 20)	£20m	(10, 30)	
IS and JSA	0.1%	(0.0, 0.1)	0.4%	(0.3, 0.5)	0.4%	(0.3, 0.5)	0.8%	(0.7, 1.0)	
Combined	£10m	(0, 10)	£50m	(40, 60)	£50m	(40, 60)	£100m	(90, 120)	
Pension Credit	0.0%	(0.0, 0.1)	0.8%	(0.6, 1.0)	1.1%	(0.9, 1.3)	1.9%	(1.6, 2.2)	
i ension credit	£0m	(0, 0)	£70m	(50, 80)	£90m	(70, 110)	£160m	(130, 190)	
Housing Benefit	0.0%	(0.0, 0.0)	1.0%	(0.9, 1.2)	0.2%	(0.2, 0.3)	1.3%	(1.1, 1.4)	
riousing benefit	£0m	(0, 0)	£220m	(190, 250)	£50m	(40, 60)	£270m	(240, 300)	

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit underpaid during the time period.

Monetary values refer to an estimate of the amount of benefit underpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Rows may not sum to totals due to rounding.

4.8 Refer to Section 6 and Annex 3 for a more detailed assessment of the different types of fraud, customer error and official error underpayments.

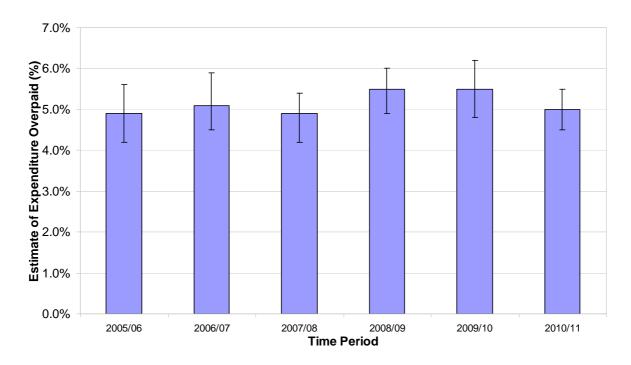
5 Fraud and error in the continuously measured benefits over time

- 5.1 This section presents estimates of fraud and error overpayments and underpayments over time for the continuously measured benefits: Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit.
- 5.2 The preliminary 2010/11 report was the last report in which Incapacity Benefit was continuously measured. Please refer to this report for Incapacity Benefit estimates over time.
- 5.3 Improvements to the methodology used to produce the estimates were introduced in 2005/06 for Income Support, Jobseeker's Allowance and Pension Credit. Within this section the graphs presented show the time series for each benefit where estimates have been produced using a consistent methodology. Tables have been provided which show the time series since 2005/06 for Income Support, Jobseeker's Allowance and Pension Credit and from 2002/03 for Housing Benefit overpayments.
- 5.4 None of the changes below are statistically significant at a 95% level of confidence. This suggests that any changes are more than likely to be due to sampling variation and that these estimates are stable over time and little change occurs year on year.

Estimates for Income Support and Jobseeker's Allowance Combined overpayments over time

5.5 The estimated Income Support and Jobseeker's Allowance percentage of expenditure overpaid since 2005/06 is shown in Figure 5.1 below. Estimated 95% confidence intervals are also shown by the black lines, alongside the regular annual estimates.

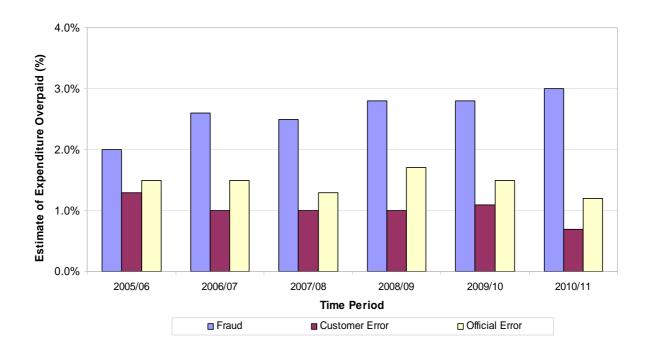
Figure 5.1: Estimated IS and JSA combined total overpayments since 2005/06



5.6 The estimated percentage of Income Support and Jobseeker's Allowance expenditure overpaid in 2005/06 was 4.9%. This rose to a high of 5.5% in 2008/09 and 2009/10, but in 2010/11 estimated overpayments of Income Support and Jobseeker's Allowance had declined again to 5.0%.

5.7 Figure 5.2, below, illustrates the estimated percentage of expenditure overpaid broken down by fraud, customer error and official error.

Figure 5.2: Estimated IS and JSA combined overpayments due to fraud, customer error and official error since 2005/06



- 5.8 In 2005/06, 2.0% of Income Support and Jobseeker's Allowance expenditure was estimated to be overpaid due to fraud. By 2010/11, estimated overpayments of Income Support and Jobseeker's Allowance from fraud had climbed to the highest level, at 3.0%.
- 5.9 Estimated overpayments of Income Support and Jobseeker's Allowance as a result of customer error were 1.3% of expenditure in 2005/06. This fell to 1.0% in 2006/07. After rising slightly to 1.1% in 2009/10, estimated overpayments of Income Support and Jobseeker's Allowance attributable to customer error in 2010/11 fell to a low of 0.7%.
- 5.10 In 2005/06, 1.5% of Income Support and Jobseeker's Allowance expenditure was overpaid due to official error. In 2007/08 this dropped to 1.3%, with estimated Income Support and Jobseeker's Allowance overpayments attributed to official error rising to a peak of 1.7% in 2008/09. By 2010/11 estimated official error overpayments had fallen to the lowest level, at 1.2%.

5.11 Table 5.1 shows the estimates for IS and JSA combined overpayments due to fraud and error since 2005/06

Table 5.1: Estimated IS and JSA combined overpayments since 2005/06

Year		Fraud	Customer Error		Off	ficial Error	Fraud and Error				
2005/06	2.0%	£240m	1.3%	£150m	1.5%	£180m	4.9%	(4.2,5.6)	£570m	(490,660)	
2006/07	2.6%	£300m	1.0%	£110m	1.5%	£170m	5.1%	(4.5,5.9)	£590m	(510,680)	
2007/08	2.5%	£280m	1.0%	£120m	1.3%	£140m	4.9%	(4.2,5.4)	£540m	(460,610)	
2008/09	2.8%	£330m	1.0%	£110m	1.7%	£200m	5.5%	(4.9,6.0)	£640m	(570,700)	
2009/10	2.8%	£370m	1.1%	£150m	1.5%	£200m	5.5%	(4.8,6.2)	£730m	(630,820)	
2010/11	3.0%	£380m	0.7%	£90m	1.2%	£150m	5.0%	(4.5,5.5)	£620m	(570,680)	

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit overpaid during the time period.

Monetary values refer to an estimate of the amount of benefit overpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Where confidence intervals are not available a "-" is presented.

Rows may not sum to totals due to rounding.

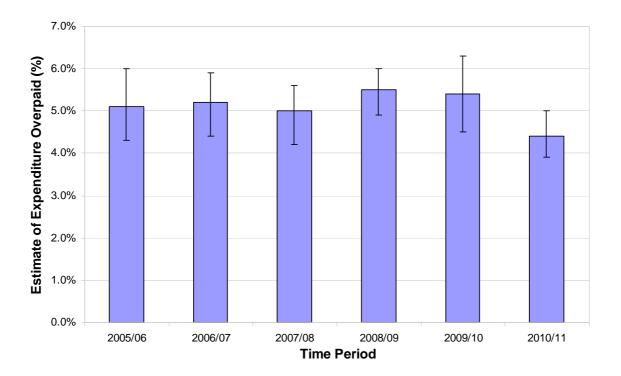
For the 2008/09 estimates, there were external factors that affected the data collection for JSA for a specific type of error that introduced a bias into the data collection process. An adjustment was implemented to deal with the issue based on existing methods where there is incomplete information and so there is not a discontinuity in the time series and comparisons can still be made.

It has been discovered that some errors cases within the Labour Market Issues category should have been classified as either correct or incomplete cases. These cases have been corrected or classified as incomplete in the 2009/10 and subsequent reports, but remain classified as errors up to the 2008/09 report. Due to this change, comparisons of Labour Market Issues between this and other reports should be treated with caution.

Estimates for Income Support overpayments over time

5.12 The estimated Income Support percentage of expenditure overpaid since 2005/06 is shown in Figure 5.3 below. Estimated 95% confidence intervals are also shown by the black lines, alongside the regular annual estimates.

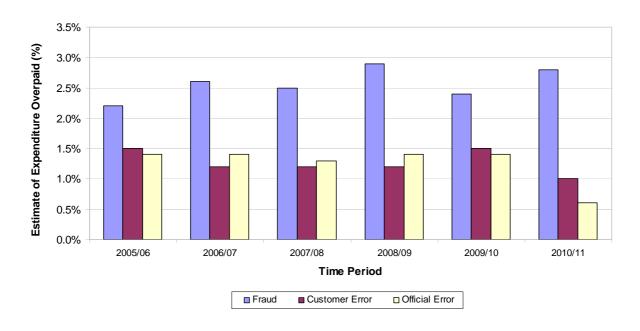
Figure 5.3: Estimated IS total overpayments since 2005/06 (R)



5.13 The estimated percentage of Income Support expenditure overpaid in 2005/06 totalled 5.1%. In 2008/09 this rose to a peak of 5.5%. For 2010/11, estimated overpayments within Income Support have fallen to the lowest observed level in the time series, at 4.4% of total expenditure.

5.14 Figure 5.4, below, illustrates the estimated percentage of IS expenditure overpaid broken down by fraud, customer error and official error.

Figure 5.4: Estimated IS overpayments due to fraud, customer error and official error since 2005/06



- 5.15 In 2005/06, 2.2% of Income Support expenditure was estimated to be overpaid due to fraud. By 2008/09 this had risen to a high of 2.9%, before falling back to 2.4% in 2009/10 and then increasing to 2.8% for 2010/11.
- 5.16 Estimated overpayments of Income Support as a result of customer error were 1.5% of expenditure for 2005/06. This dropped to 1.2% in 2006/07 to 2008/09 but then increased to 1.5% in 2009/10. Overpayments of Income Support due to customer error were estimated to have decreased to a low of 1.0% in 2010/11.
- 5.17 In 2005/06, an estimated 1.4% of Income Support expenditure was overpaid due to official error. This fell to 1.3% in 2007/08 before returning to 1.4% in 2008/09 and 2009/10. In 2010/11, estimated official error overpayments had fallen to their lowest value at 0.6% of expenditure.

5.18 Table 5.2 shows the estimates for IS overpayments due to fraud and error since 2005/06.

Table 5.2: Estimated IS overpayments since 2005/06

Year		Fraud	Custo	mer Error	Of	ficial Error		Fraud a	nd Error	
2005/06	2.2%	£200m	1.5%	£140m	1.4%	£140m	5.1%	(4.3,6.0)	£480m	(400,560)
2006/07	2.6%	£240m	1.2%	£110m	1.4%	£130m	5.2%	(4.4,5.9)	£470m	(400,540)
2007/08	2.5%	£220m	1.2%	£110m	1.3%	£120m	5.0%	(4.2,5.6)	£450m	(380,500)
2008/09	2.9%	£250m	1.2%	£110m	1.4%	£130m	5.5%	(4.9,6.0)	£480m	(430,530)
2009/10	2.4%	£210m	1.5%	£130m	1.4%	£120m	5.4%	(4.5,6.3)	£460m	(380,530)
2010/11	2.8%	£220m	1.0%	£80m	0.6%	£50m	4.4%	(3.9,5.0)	£350m	(300,390)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit overpaid during the time period.

Monetary values refer to an estimate of the amount of benefit overpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

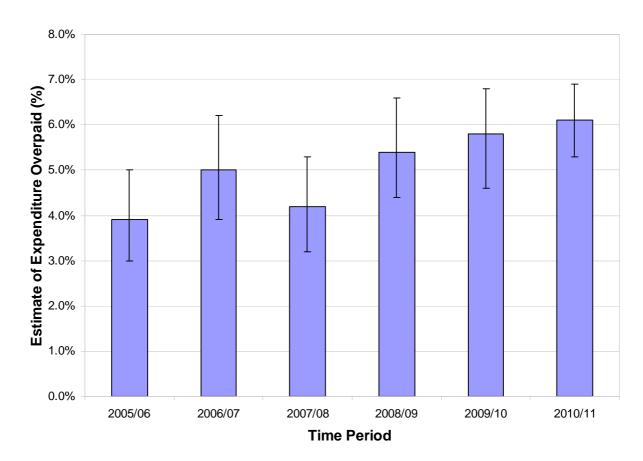
Where confidence intervals are not available a "-" is presented.

Rows may not sum to totals due to rounding.

Estimates for Jobseeker's Allowance overpayments over time

5.19 The estimated Jobseeker's Allowance percentage of expenditure overpaid since 2005/06 is shown in Figure 5.5 below. Estimated 95% confidence intervals are also shown by the black lines, alongside the regular annual estimates.

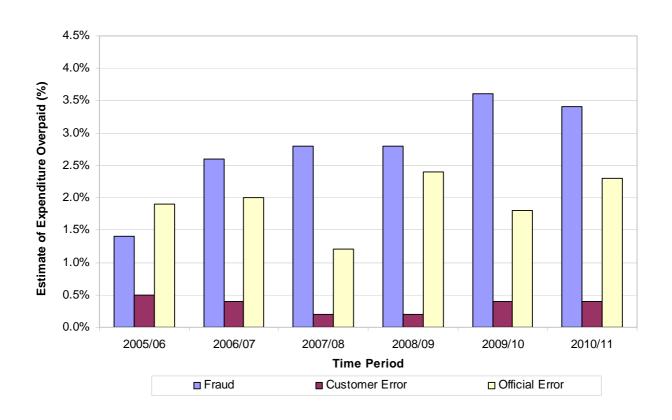
Figure 5.5: Estimated JSA total overpayments since 2005/06 (R)



5.20 The estimated percentage of Jobseeker's Allowance expenditure overpaid in 2005/06 was 3.9%. By 2006/07 this had risen to 5.0% and by 2009/10 it had increased to 5.8%. The estimated overpayments of Jobseeker's Allowance totalled 6.1% of expenditure in 2010/11, its highest level in the time series.

5.21 Figure 5.6, below, illustrates the estimated percentage of JSA expenditure overpaid broken down by fraud, customer error and official error.

Figure 5.6: Estimated JSA overpayments due to fraud, customer error and official error since 2005/06



- 5.22 In 2005/06, 1.4% of Jobseeker's Allowance expenditure was estimated to be overpaid due to fraud. In 2007/08 this was estimated to have doubled to 2.8% and by 2009/10 estimated overpayments of Jobseeker's Allowance from fraud had climbed to a peak of 3.6%, before falling back to 3.4% in 2010/11.
- 5.23 Estimated overpayments of Jobseeker's Allowance as a result of customer error were at their high point of 0.5% in 2005/06. This fell to a low of 0.2% in 2007/08 and 2008/09, then rose to 0.4% in 2009/10 and stayed at the same level in 2010/11.
- 5.24 In 2005/06, 1.9% of Jobseeker's Allowance expenditure was estimated to have been overpaid due to official error. After falling to a low of 1.2% in 2007/08, official error overpayments increased to a high of 2.4% in 2008/09, dropped to 1.8% in 2009/10 and then increased to 2.3% of expenditure in 2010/11.

5.25 Table 5.3 shows the estimates for JSA overpayments due to fraud and error since 2005/06.

Table 5.3: Estimated JSA overpayments since 2005/06 (R)

Year		Fraud	Custo	mer Error	Off	icial Error		Fraud a	nd Error	
2005/06	1.4%	£30m	0.5%	£10m	1.9%	£40m	3.9% (3.0,5.0) £90m			(70,120)
2006/07	2.6%	£60m	0.4%	£10m	2.0%	£50m	5.0%	(3.9,6.2)	£120m	(90,150)
2007/08	2.8%	£60m	0.2%	£10m	1.2%	£30m	4.2%	(3.2,5.3)	£90m	(70,120)
2008/09	2.8%	£80m	0.2%	£10m	2.4%	£70m	5.4%	(4.4,6.6)	£160m	(130,190)
2009/10	3.6%	£170m	0.4%	£20m	1.8%	£80m	5.8%	(4.6,6.8)	£270m	(220,320)
2010/11	3.4%	£150m	0.4%	£20m	2.3%	£100m	6.1%	(5.3,6.9)	£270m	(240,310)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit overpaid during the time period.

Monetary values refer to an estimate of the amount of benefit overpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Where confidence intervals are not available a "-" is presented.

Rows may not sum to totals due to rounding.

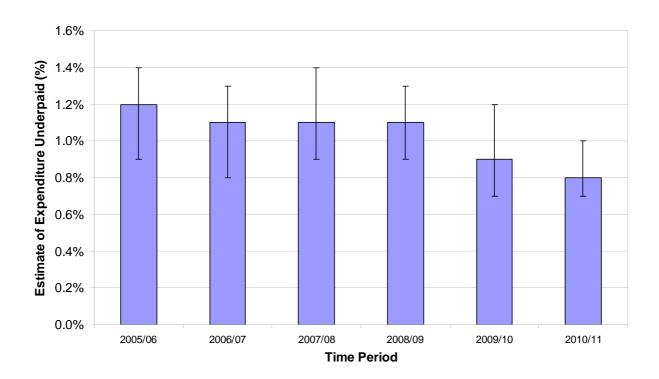
For the 2008/09 estimates, there were external factors that affected the data collection for JSA for a specific type of error that introduced a bias into the data collection process. An adjustment was implemented to deal with the issue based on existing methods where there is incomplete information and so there is not a discontinuity in the time series and comparisons can still be made.

It has been discovered that some errors cases within the Labour Market Issues category should have been classified as either correct or incomplete cases. These cases have been corrected or classified as incomplete in the 2009/10 and subsequent reports, but remain classified as errors up to the 2008/09 report. Due to this change, comparisons of Labour Market Issues between this and other reports should be treated with caution.

Estimates for Income Support and Jobseeker's Allowance underpayments over time

5.26 The estimated Income Support and Jobseeker's Allowance percentage of expenditure underpaid since 2005/06 is shown in Figure 5.7 below. Estimated 95% confidence intervals are also shown by the black lines.

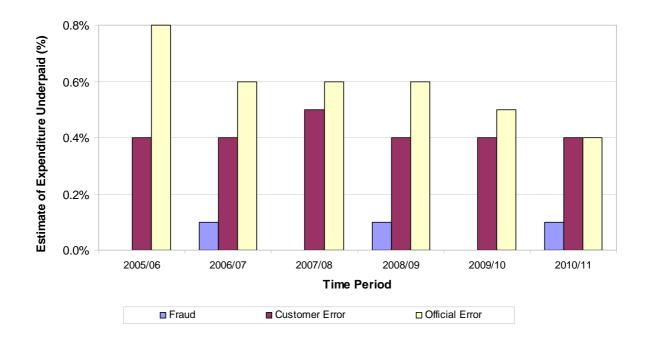
Figure 5.7: Estimated Income Support and Jobseeker's Allowance total underpayments since 2005/06



5.27 The estimated percentage of Income Support and Jobseeker's Allowance underpaid in 2005/06 was 1.2%. In 2006/07 through to 2008/09 this estimated total underpayment level was 1.1%. After falling to 0.9% in 2009/10, estimated underpayments of Income Support and Jobseeker's Allowance had declined further in 2010/11 to their lowest level, at 0.8 %.

- 5.28 Figure 5.8 shows the estimated percentage of expenditure underpaid broken down by fraud, customer error and official error.
- 5.29 Underpayments due to fraud can occur on IS and JSA because the methodology takes into account the true financial impact of the fraud by recognising entitlement to an alternative benefit when the one in payment is being paid erroneously. The most common occurrence is fraud on an IS Lone Parent claim, but the customer is entitled to JSA instead. Where the subsequent award is greater than the initial award, a fraudulent underpayment can result. More details on this methodology is available on page 11 of the technical appendix at: http://statistics.dwp.gov.uk/asd/asd2/fem/fem_tec_app.pdf

Figure 5.8: Estimated Income Support and Jobseeker's Allowance underpayments due to fraud, customer error and official error since 2005/06



- 5.30 Estimated underpayments of Income Support and Jobseeker's Allowance as a result of customer error were 0.4% of benefit expenditure in 2005/06. This rose slightly to a high of 0.5% in 2007/08, but by 2008/09 the estimated proportion of Income Support and Jobseeker's Allowance expenditure underpaid due to customer error was back at 0.4% and remains at this level in 2010/11.
- 5.31 In 2005/06 the level of underpayments of Income Support and Jobseeker's Allowance due to official error were estimated to be 0.8% of expenditure. This fell to 0.6% in 2006/07 and the same estimated level of error was seen in the subsequent two years. Following a drop in 2009/10 to 0.5%, estimated underpayments of Income Support and Jobseeker's Allowance from official error reduced to a low of 0.4% in 2010/11.

5.32 Table 5.4 shows the estimates for IS and JSA underpayments due to fraud and error since 2005/06.

Table 5.4: Estimated IS and JSA underpayments since 2005/06

Year		Fraud	Custo	mer Error	Of	ficial Error		Fraud ar	nd Error	
2005/06	0.0%	£0m	0.4%	£40m	0.8%	£90m	1.2%	(0.9,1.4)	£140m	(100,170)
2006/07	0.1%	£10m	0.4%	£40m	0.6%	£70m	1.1%	(0.8,1.3)	£120m	(90,150)
2007/08	0.0%	£0m	0.5%	£60m	0.6%	£70m	1.1%	(0.9,1.4)	£130m	(100,160)
2008/09	0.1%	£10m	0.4%	£50m	0.6%	£70m	1.1%	(0.9,1.3)	£130m	(110,160)
2009/10	0.0%	£0m	0.4%	£50m	0.5%	£70m	0.9%	(0.7,1.2)	£130m	(90,150)
2010/11	0.1%	£10m	0.4%	£50m	0.4%	£50m	0.8%	(0.7,1.0)	£100m	(90,120)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit underpaid during the time period.

Monetary values refer to an estimate of the amount of benefit underpaid during the time period.

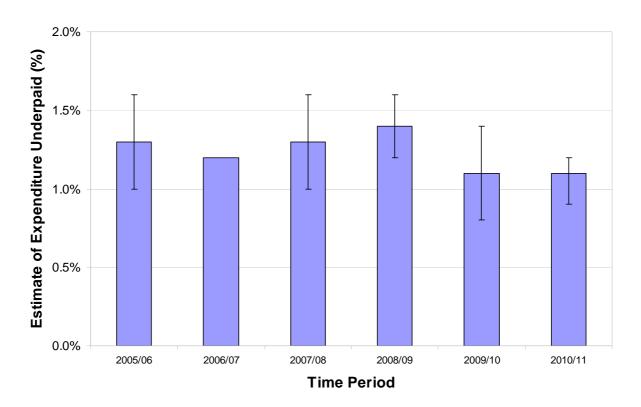
95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Rows may not sum to totals due to rounding.

Estimates for Income Support underpayments over time

5.33 The estimated Income Support percentage of expenditure underpaid since 2005/06 is shown in Figure 5.9 below. Estimated 95% confidence intervals are also shown by the black lines.

Figure 5.9: Estimated IS total underpayments since 2005/06



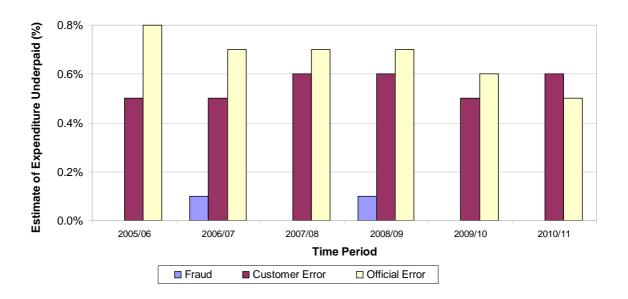
Note to Figure:

Underpayment confidence intervals are not available for 2006/07

5.34 The estimated percentage of Income Support expenditure underpaid in 2005/06 was 1.3%. By 2008/09 this had risen to 1.4% before decreasing to its lowest level, at 1.1% in 2009/10 and 2010/11.

5.35 Figure 5.10 shows the estimated percentage of expenditure underpaid broken down by fraud, customer error and official error.

Figure 5.10: Estimated IS underpayments due to fraud, customer error and official error since 2005/06



- 5.36 Estimated underpayments of Income Support as a result of customer error were 0.5% of benefit expenditure in 2005/06 and 2006/07. This rose to 0.6% in 2007/08, before falling back to 0.5% in 2009/10. In 2010/11 the estimated proportion of Income Support expenditure underpaid due to customer error was 0.6%.
- 5.37 In 2005/06 the level of underpayments of Income Support due to official error were estimated to be 0.8% of expenditure. This dropped to 0.7% in the following year, then to 0.6% in 2009/10 and subsequently to a low of 0.5% in 2010/11.

5.38 Table 5.5 shows the estimates for IS underpayments due to fraud and error since 2005/06. Estimates prior to 2005/06 are not available.

Table 5.5: Estimated IS underpayments since 2005/06

Year		Fraud	Custo	mer Error	Of	ficial Error		Fraud a		
2005/06	0.0%	£0m	0.5%	£40m	0.8%	£80m	1.3%	(1.0,1.6)	£120m	(90,150)
2006/07	0.1%	£10m	0.5%	£40m	0.7%	£60m	1.2%	(-,-)	£110m	(-,-)
2007/08	0.0%	£0m	0.6%	£50m	0.7%	£60m	1.3%	(1.0,1.6)	£120m	(90,150)
2008/09	0.1%	£10m	0.6%	£50m	0.7%	£70m	1.4%	(1.2,1.6)	£120m	(100,140)
2009/10	0.0%	£0m	0.5%	£40m	0.6%	£50m	1.1%	(0.8, 1.4)	£90m	(60,120)
2010/11	0.0%	£0m	0.6%	£40m	0.5%	£40m	1.1%	(0.9,1.2)	£90m	(70,100)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit underpaid during the time period.

Monetary values refer to an estimate of the amount of benefit underpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Where confidence intervals are not available a "-" is presented.

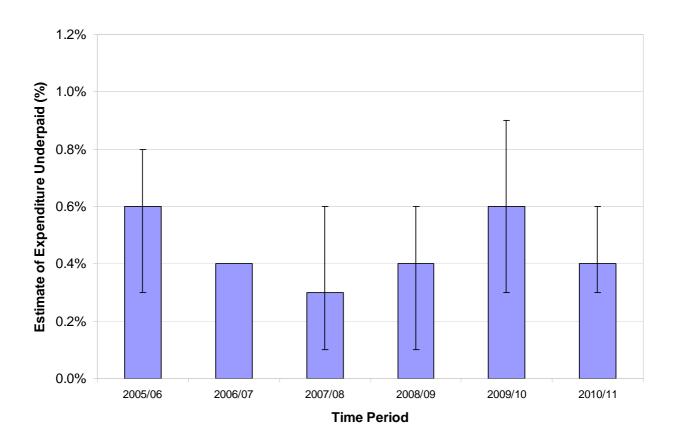
Rows may not sum to totals due to rounding.

Underpayments due to fraud can occur on IS, JSA and PC (see paragraphs 5.29 and 5.55). The most common occurrence is fraud on an IS or PC claim, but the customer is entitled to JSA instead. More details on this methodology is available on page 11 of the technical appendix at: http://statistics.dwp.gov.uk/asd/asd/2/fem/fem_tec_app.pdf

Estimates for Jobseeker's Allowance underpayments over time

5.39 The estimated Jobseeker's Allowance percentage of expenditure underpaid since 2005/06 is shown in Figure 5.11 below. Estimated 95% confidence intervals are also shown by the black lines.

Figure 5.11: Estimated JSA total underpayments since 2005/06



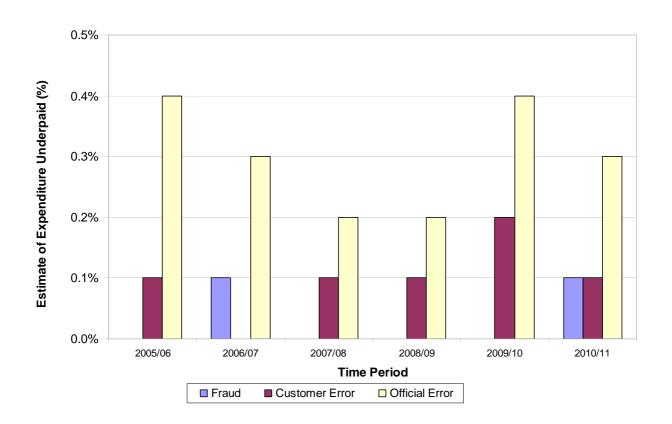
Note to Figure:

Underpayment confidence intervals are not available for 2006/07

5.40 The estimated percentage of Jobseeker's Allowance underpaid in 2005/06 was 0.6% and by 2007/08 this had declined to a low of 0.3%. It rose to 0.6% in 2009/10 before decreasing again to 0.4% by 2010/11.

5.41 Figure 5.12 shows the estimated percentage of expenditure underpaid broken down by fraud, customer error and official error.

Figure 5.12: Estimated JSA underpayments due to fraud, customer error and official error since 2005/06



- 5.42 Estimated underpayments of Jobseeker's Allowance as a result of customer error were 0.1% of benefit expenditure in 2005/06. In 2006/07 the numbers were low enough to round to zero. For 2007/08, 2008/09 and in 2010/11 customer error was at 0.1% of estimated underpayments of Jobseeker's Allowance benefit expenditure, although for 2009/10 it was at a relative high of 0.2%.
- 5.43 In 2005/06 the level of underpayments of Jobseeker's Allowance due to official error was estimated to be 0.4% of expenditure. This dropped to a low of 0.2% in both 2007/08 and 2008/09. After a rise in 2009/10 back to 0.4%, the level of underpayments of Jobseeker's Allowance due to official error fell back to 0.3% in 2010/11.

5.44 Table 5.6 shows the estimates for JSA underpayments due to fraud and error since 2005/06. Estimates prior to 2005/06 are not available.

Table 5.6: Estimated JSA underpayments since 2005/06

Year		Fraud	Custo	mer Error	Of	ficial Error		(-,-) £10m (-,		
2005/06	0.0%	£0m	0.1%	£0m	0.4%	£10m	0.6%	(0.3,0.8)	£10m	(10,20)
2006/07	0.1%	£0m	0.0%	£0m	0.3%	£10m	0.4%	(-,-)	£10m	(-,-)
2007/08	0.0%	£0m	0.1%	£0m	0.2%	£0m	0.3%	(0.1,0.6)	£10m	(0,10)
2008/09	0.0%	£0m	0.1%	£0m	0.2%	£10m	0.4%	(0.1,0.6)	£10m	(0,20)
2009/10	0.0%	£0m	0.2%	£10m	0.4%	£20m	0.6%	(0.3,0.9)	£30m	(20,40)
2010/11	0.1%	£0m	0.1%	£0m	0.3%	£10m	0.4%	(0.3,0.6)	£20m	(10,30)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit underpaid during the time period.

Monetary values refer to an estimate of the amount of benefit underpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Where confidence intervals are not available a "-" is presented.

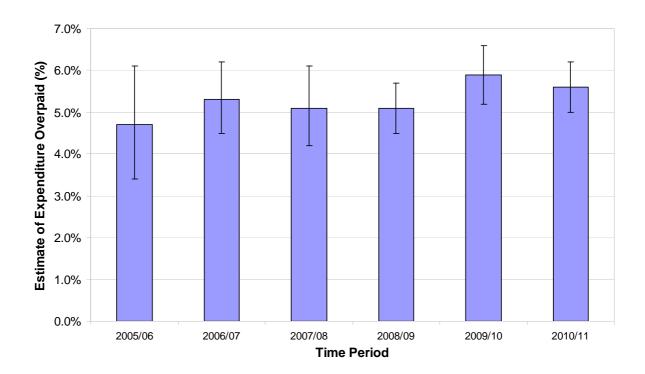
Rows may not sum to totals due to rounding.

Underpayments due to fraud can occur on IS, JSA and PC (see paragraphs 5.29 and 5.55). The most common occurrence is fraud on an IS or PC claim, but the customer is entitled to JSA instead. More details on this methodology is available on page 11 of the technical appendix at: http://statistics.dwp.gov.uk/asd/asd/2/fem/fem_tec_app.pdf

Estimates for Pension Credit overpayments over time

5.45 The estimated Pension Credit percentage of expenditure overpaid since 2005/06 is shown in Figure 5.13 below. Estimated 95% confidence intervals are also shown by the black lines.

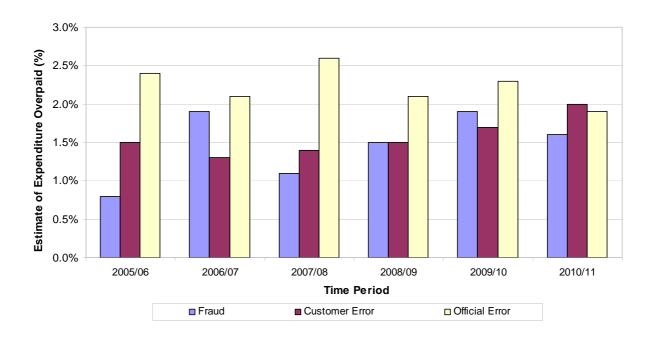
Figure 5.13: Estimated Pension Credit total overpayments since 2005/06



5.46 The estimated percentage of Pension Credit expenditure overpaid in 2005/06 was 4.7%. By 2006/07 this had risen to of 5.3%, but then fell back to 5.1% in 2007/08. In 2009/10 the level had risen to a high of 5.9% before falling to 5.6% of expenditure overpaid in 2010/11.

5.47 Figure 5.14 shows the estimated percentage of expenditure overpaid broken down by fraud, customer error and official error.

Figure 5.14: Estimated Pension Credit overpayments due to fraud, customer error and official error since 2005/06



- 5.48 In 2005/06, 0.8% of Pension Credit expenditure was estimated to be overpaid due to fraud. In 2006/07 this had more than doubled to a high of 1.9%, although this dropped back to 1.1% in 2007/08 before increasing back to 1.9% again in 2009/10. The latest year, 2010/11, has an estimated level of overpayments due to fraud of 1.6%.
- 5.49 Estimated overpayments of Pension Credit as a result of customer error were 1.5% of expenditure in 2005/06. This fell to a low of 1.3% in 2006/07. Estimated overpayments of Pension Credit due to customer error as a percentage of expenditure then grew steadily to reach 2.0% in 2010/11, which is the highest level in the whole period.
- 5.50 In 2005/06, 2.4% of Pension Credit expenditure was estimated to have been overpaid due to official error. After falling to 2.1% in 2006/07, official error overpayments rose to a high of 2.6% in 2007/08. This fell back to 2.1% in 2008/09, then grew to 2.3% in 2009/10, but by 2010/11 Pension Credit overpayments attributed to official error are estimated to be at a low point of 1.9% of expenditure.

5.51 Table 5.7 illustrates the estimates for Pension Credit overpayments due to fraud and error since 2005/06.

Table 5.7: Estimated Pension Credit overpayments since 2005/06

Year		Fraud	Custo	mer Error	Of	ficial Error		Fraud a	nd Error	
2005/06	0.8%	£50m	1.5%	£100m	2.4%	£160m	4.7%	(3.4,6.1)	£310m	(220,400)
2006/07	1.9%	£130m	1.3%	£90m	2.1%	£150m	5.3%	(4.5,6.2)	£370m	(320,430)
2007/08	1.1%	£80m	1.4%	£110m	2.6%	£200m	5.1%	(4.2,6.1)	£380m	(310,450)
2008/09	1.5%	£110m	1.5%	£120m	2.1%	£160m	5.1%	(4.5,5.7)	£390m	(350,440)
2009/10	1.9%	£150m	1.7%	£140m	2.3%	£190m	5.9%	(5.2,6.6)	£480m	(430,540)
2010/11	1.6%	£140m	2.0%	£170m	1.9%	£160m	5.6%	(5.0,6.2)	£470m	(420,520)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit overpaid during the time period.

Monetary values refer to an estimate of the amount of benefit overpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

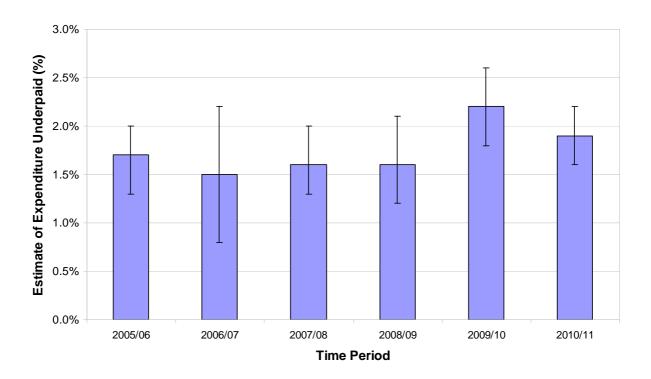
Rows may not sum to totals due to rounding.

Underpayments due to fraud can occur on IS, JSA and PC (see paragraphs 5.29 and 5.55). The most common occurrence is fraud on an IS or PC claim, but the customer is entitled to JSA instead. More details on this methodology is available on page 11 of the technical appendix at: http://statistics.dwp.gov.uk/asd/asd2/fem/fem_tec_app.pdf

Estimates for Pension Credit underpayments over time

5.52 The estimated Pension Credit percentage of expenditure underpaid since 2005/06 is shown in Figure 5.15 below. Estimated 95% confidence intervals are also shown by the black lines.

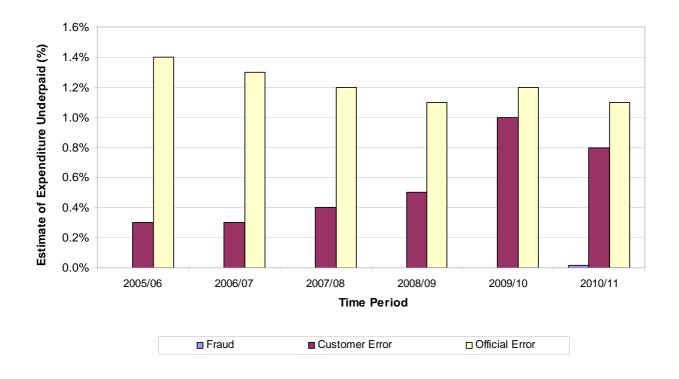
Figure 5.15: Estimated Pension Credit total underpayments since 2005/06



5.53 The estimated percentage of Pension Credit underpaid in 2005/06 was 1.7%, by 2006/07 this dropped to a low of 1.5%. Underpayments peaked at 2.2% in 2009/10 before declining again to 1.9% for 2010/11.

- 5.54 Figure 5.16 shows the estimated percentage of expenditure underpaid broken down by fraud, customer error and official error.
- 5.55 Underpayments due to fraud can occur on Pension Credit because the methodology takes into account the true financial impact of the fraud by recognising entitlement to an alternative benefit when the one in payment is being paid erroneously. However, they are extremely rare. More details on this methodology is available on page 11 of the technical appendix at: http://statistics.dwp.gov.uk/asd/asd2/fem/fem_tec_app.pdf

Figure 5.16: Estimated Pension Credit underpayments due to fraud, customer error and official error since 2005/06



- 5.56 Estimated underpayments of Pension Credit as a result of customer error were 0.3% of benefit expenditure in 2005/06 and 2006/07. These estimated levels peaked at 1.0% in 2009/10 before falling slightly to 0.8% of expenditure in 2010/11.
- 5.57 In 2005/06 the level of underpayments of Pension Credit due to official error was estimated to be 1.4% of expenditure. This declined to 1.1% in 2008/09, rising to 1.2% in 2009/10 and then falling back to 1.1% by 2010/11.

5.58 Table 5.8 shows the estimates for Pension Credit underpayments due to fraud and error since 2005/06.

Table 5.8: Estimated Pension Credit underpayments since 2005/06

Year		Fraud	Custo	mer Error	Of	ficial Error		Fraud a	nd Error	
2005/06	0.0%	£0m	0.3%	£20m	1.4%	£90m	1.7%	(1.0,2.4)	£110m	(70,150)
2006/07	0.0%	£0m	0.3%	£20m	1.3%	£90m	1.5%	(1.2,1.9)	£110m	(80,130)
2007/08	0.0%	£0m	0.4%	£30m	1.2%	£90m	1.6%	(1.2,2.1)	£120m	(90,150)
2008/09	0.0%	£0m	0.5%	£40m	1.1%	£90m	1.6%	(1.3,2.0)	£130m	(100,150)
2009/10	0.0%	£0m	1.0%	£80m	1.2%	£100m	2.2%	(1.8,2.6)	£180m	(150,210)
2010/11	0.0%	£0m	0.8%	£70m	1.1%	£90m	1.9%	(1.6,2.2)	£160m	(130,190)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit underpaid during the time period.

Monetary values refer to an estimate of the amount of benefit underpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

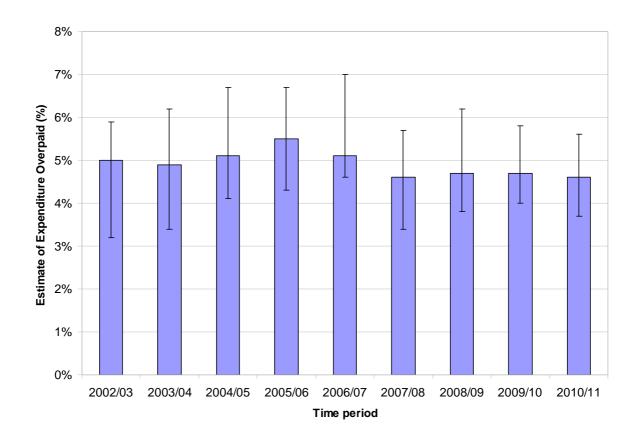
Rows may not sum to totals due to rounding.

Underpayments due to fraud can occur on IS, JSA and PC (see paragraphs 5.29 and 5.55). The most common occurrence is fraud on an IS or PC claim, but the customer is entitled to JSA instead. More details on this methodology is available on page 11 of the technical appendix at: http://statistics.dwp.gov.uk/asd/asd/2/fem/fem_tec_app.pdf

Estimates for Housing Benefit overpayments over time

- 5.59 For Housing Benefit there has been a consistent method to produce estimates of overpayments since 2002/03.
- 5.60 Figure 5.17, below, shows the estimated Housing Benefit percentage of expenditure overpaid since 2002/03. Estimated 95% confidence intervals are also shown by the black lines.

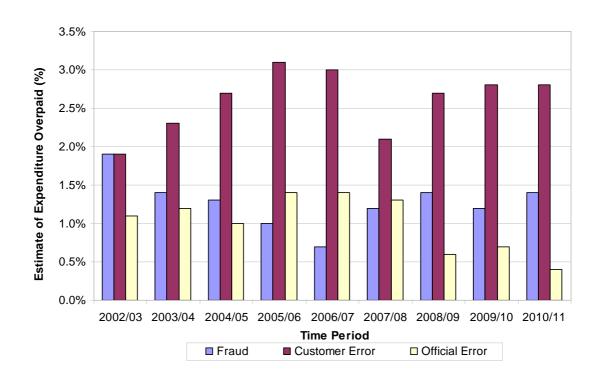
Figure 5.17: Estimated HB total overpayments since 2002/03



5.61 The estimated percentage of Housing Benefit expenditure overpaid in 2002/03 was 5.0%. In 2005/06 this had risen to a peak of 5.5%. In 2007/08 this dropped to 4.6% before rising slightly to 4.7% in 2008/09 and 2009/10. By 2010/11 estimated overpayments of Housing Benefit had fallen back to 4.6%.

5.62 Figure 5.18, below, illustrates the estimated percentage of HB expenditure overpaid broken down by fraud, customer error and official error.

Figure 5.18: Estimated HB overpayments due to fraud, customer error and official error since 2002/03



- 5.63 In 2002/03, 1.9% of Housing Benefit expenditure was estimated to be overpaid due to fraud. By 2006/07 this had fallen to a low of 0.7%. However, by 2010/11, estimated overpayments of Housing Benefit from fraud had climbed to 1.4%.
- 5.64 Estimated overpayments of Housing Benefit as a result of customer error were at a low of 1.9% in 2002/03. This rose steadily to 3.1% in 2005/06. After falling back to 2.1% in 2007/08, overpayments due to customer error were estimated to be 2.8% in 2009/10 and stayed at this level for 2010/11.
- 5.65 In 2002/03, 1.1% of Housing Benefit expenditure was overpaid due to official error. In 2005/06 and 2006/07 estimated Housing Benefit overpayments attributed to official error peaked at 1.4%. By 2010/11 estimated official error overpayments had fallen to its lowest level of 0.4%.

5.66 Table 5.9 shows the estimates for HB overpayments due to fraud and error since 2002/03.

Table 5.9: Estimated HB overpayments since 2002/03

Year	Fr	aud	Custon	ner Error	Officia	al Error		Fraud a	and Error	
2002/03	1.9%	£250m	1.9%	£240m	1.1%	£140m	5.0%	(3.2,5.9)	£630m	(410,750)
2003/04	1.4%	£170m	2.3%	£280m	1.2%	£150m	4.9%	(3.4,6.2)	£600m	(420,760)
2004/05	1.3%	£180m	2.7%	£360m	1.0%	£130m	5.1%	(4.1,6.7)	£670m	(550,880)
2005/06	1.0%	£140m	3.1%	£440m	1.4%	£190m	5.5%	(4.3,6.7)	£760m	(600,930)
2006/07	0.7%	£100m	3.0%	£450m	1.4%	£210m	5.1%	(4.6,7.0)	£750m	(690,1040)
2007/08	1.2%	£190m	2.1%	£340m	1.3%	£200m	4.6%	(3.4,5.7)	£720m	(540,890)
2008/09	1.4%	£250m	2.7%	£470m	0.6%	£100m	4.7%	(3.8,6.2)	£810m	(640,1060)
2009/10	1.2%	£250m	2.8%	£560m	0.7%	£140m	4.7%	(4.0,5.8)	£950m	(800,1150)
2010/11	1.4%	£300m	2.8%	£590m	0.4%	£90m	4.6%	(3.7,5.6)	£980m	(790,1190)

Notes to table:

Percentage figures refer to an estimate of the percentage of benefit overpaid during the time period.

Monetary values refer to an estimate of the amount of benefit overpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

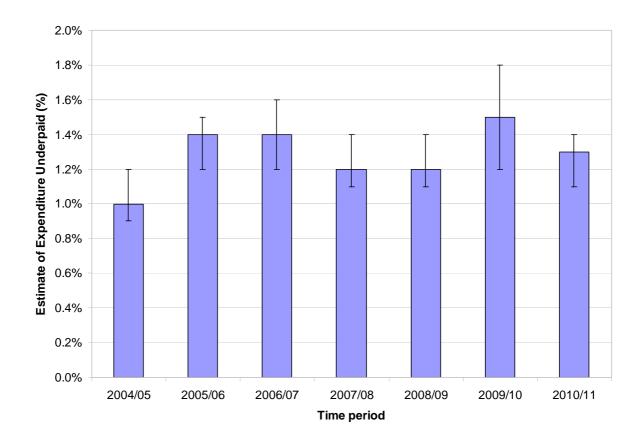
Where confidence intervals are not available a "-" is presented.

Rows may not sum to totals due to rounding.

Estimates for Housing Benefit underpayments over time

- 5.67 For Housing Benefit there has been a consistent method to produce estimates of underpayments since 2004/05.
- 5.68 Figure 5.19, below, illustrates the estimated Housing Benefit percentage of expenditure underpaid since 2004/05. Estimated 95% confidence intervals are also shown by the black lines.

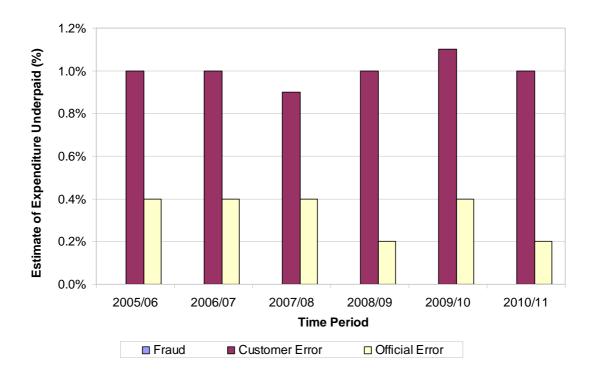
Figure 5.19: Estimated HB total underpayments since 2004/05



5.69 The estimated percentage of Housing Benefit expenditure underpaid in 2004/05 was 1.0%. In 2005/06 this rose to 1.4%. After peaking at 1.5% in 2009/10, estimated underpayments of Housing Benefit have dropped to 1.3% in 2010/11.

5.70 Figure 5.20 shows the estimated percentage of HB expenditure underpaid broken down by fraud, customer error and official error.

Figure 5.20: Estimated HB underpayments due to fraud, customer error and official error since 2005/06



- 5.71 Estimated underpayments of Housing Benefit as a result of customer error were 1.0% of benefit expenditure in 2005/06. This fell to 0.9% in 2007/08, before growing to a high of 1.1% in 2009/10. In 2010/11 the estimated proportion of Housing Benefit expenditure underpaid due to customer error was back at 1.0%.
- 5.72 In 2005/06 the level of underpayments of Housing Benefit due to official error was estimated to be 0.4% of expenditure; the same estimated level of error was seen in the following two years. After a drop in 2008/09 to 0.2%, estimated underpayments of Housing Benefit from official error returned to the previous level of 0.4% in 2009/10, before reducing to their previous low of 0.2% in 2010/11.

5.73 Table 5.10 shows the estimates for HB underpayments due to fraud and error since 2004/05.

Table 5.10: Estimated HB underpayments since 2004/05

Year	Fr	aud	Custon	ner Error	Offic	ial Error		Fraud an	d Error	
2004/05	-	-	-	-			1.0%	(0.9,1.2)	£130m	(110,160)
2005/06	0.0%	£0m	1.0%	£140m	0.4%	£50m	1.4%	(1.2,1.5)	£190m	(170,210)
2006/07	0.0%	£0m	1.0%	£140m	0.4%	£60m	1.4%	(1.2,1.6)	£210m	(180,240)
2007/08	0.0%	£0m	0.9%	£140m	0.4%	£60m	1.2%	(1.1,1.4)	£190m	(170,220)
2008/09	0.0%	£0m	1.0%	£170m	0.2%	£40m	1.2%	(1.1,1.4)	£210m	(190,240)
2009/10	0.0%	£0m	1.1%	£220m	0.4%	£80m	1.5%	(1.2,1.8)	£300m	(240,370)
2010/11	0.0%	£0m	1.0%	£220m	0.2%	£50m	1.3%	(1.1,1.4)	£270m	(240,300)

Notes to table:

A breakdown of underpayments into customer error and official error is not available for 2004/05.

Percentage figures refer to an estimate of the percentage of benefit underpaid during the time period.

Monetary values refer to an estimate of the amount of benefit underpaid during the time period.

95% confidence intervals are indicated by the figures within brackets. These indicate the range within which we can be 95% sure that the true value lies for each of the estimates presented.

Where confidence intervals are not available a "-" is presented.

Rows may not sum to totals due to rounding.

6 Error types within the continuously measured benefits

- 6.1 This section presents breakdowns of estimates for the continuously measured benefits into more detailed types of error. Tables 6.1 to 6.4 present breakdowns of the estimated amount overpaid, by total, by fraud, by customer error and by official error. Tables 6.5 to 6.7 give similar breakdowns for the amount of expenditure underpaid.
- 6.2 A new error code framework was introduced in April 2010 following internal stakeholder consultation and agreement. This is the first report to include these new error code breakdowns.
- 6.3 Unfortunately the new breakdowns are not comparable to our previously published error code breakdowns (published in our pre 2010/11 reports).
- 6.4 The estimates are often very small percentages of expenditure, and are sometimes based on only a few sample cases. This means that the statistical uncertainties can be large relative to the size of the central estimates, and they tend not to be suitable for examining changes over time in particular types of error. Nevertheless, they can give a useful indication of which types of error are causing the most overpaid expenditure and how error typically enters the system.
- 6.5 Additional tables, including confidence intervals, are available for Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit on the DWP website via http://statistics.dwp.gov.uk/asd/asd2/index.php?page=fraud_error.
- A list of the Income Support, Jobseeker's Allowance, Pension Credit and Housing Benefit additional tables is given in Annex 3 of this report.

- 6.7 A **Glossary** of the error types for over and underpayments is given below.
- Abroad claimant left Great Britain after claim began, did not notify DWP before leaving and is confirmed to be abroad for a period that exceeds any allowable absence limit.
- Capital concealed or incorrect declaration of the amount of savings in bank or building society accounts, cash, ISA/PEPs, premium bonds, other property interests or shares that exceed the minimum value for capital limits.
 - Official errors include incorrect calculation by DWP staff of the value of declared savings, money and other financial assets available to the customer, or failure to correctly adjust tariff levels and amend the benefit entitlement due.
- Conditions of entitlement undeclared change in personal circumstances of claimant or their partner that would end entitlement to a benefit. Examples are being in full-time education, long-term hospitalisation, imprisonment, death and assuming a false identity.
 - Staff failing to act on information received raising doubt on basic entitlement to benefit, e.g. single parent who reports their children leaving the household, or medical evidence expiring for sick claimants, full-time student claiming JSA, claimants who work over 16 hours per week, benefit paid based on an invalid claim form, not confirming identity or immigration status such as the right to reside or recourse to public funds. For JSA joint claims it also includes where staff fail to require both claimant and partner to sign as unemployed when appropriate.
- Control activities not carried out appropriately failure of staff to conduct
 actions at the due time which otherwise may have changed the level of benefit
 payable. For example not conducting routine interviews where claimant nonparticipation can result in a benefit sanction, late notification of benefit
 disallowances or not conducting Assessed Income Period or Life Event
 Reviews for Pension Credit.
- **Customer Untraceable** previously reported as "Not at Address". Following repeated efforts by DWP staff to interview the claimant, they did not present themselves for interview and the claim was terminated. The suspicion remaining is that DWP disrupted an active, but unknown type of fraud or error.
- **Earnings/Employment** concealment or under-declaration of full or part-time work undertaken during the claim by claimant or their partner. This work can be for an employer or self-employment.
 - Staff have failed to correctly calculate the amount of weekly benefit due for claimants who have declared any paid work they or their partner have undertaken during the claim.

 Household composition – failing to disclose changes in household composition, for example a non-dependent leaving. In older claims where Tax Credits are not being claimed, claiming incorrectly for number of children (or their specific circumstances) which increases the value of DWP benefits payable, or claiming for adult partners who leave the household.

Incorrect action by staff taken in respect of other people the claimant declared living with them. This includes a partner or dependant children incorrectly omitted or included in the assessment (with due regard to entitlement to any disability premium or benefit reductions due to long-term hospitalisation).

 Housing costs – DWP provides financial assistance with the costs of mortgages, ground rent and service charges. Claimants fail to disclose payment of or changes to housing costs, for example service charges, or fail to declare sale of property, or a change of address which would end the extra amounts payable.

DWP can also inaccurately calculate the mortgage interest, ground rent or service charges, or incorrectly calculate awards of extra benefit to help with mortgage payments due to wrong start dates or by ignoring mortgage protection policies.

 Income - Occupational & Personal Pensions – concealed or underdeclaration of income received from a non-state pension, obtained through contributions paid in past employment schemes, annuities or personal investments.

DWP staff fail to take into account the correct amount of non-state pensions declared by the claimant.

- **Income Other benefits** DWP IT systems or staff have failed to take into account the correct value of other social security benefits currently paid to the claimant or partner, including benefits paid by a foreign state.
- Income Other concealed or under-declaration of income coming into the household from sources such as HMRC Tax Credits, sick pay from work, spousal maintenance, partner's student income, unemployment or similar insurance policy payments.

Failure by staff to correctly identify or record other money coming into the household, such as HMRC Tax Credits, Child Benefit, Sick Pay from work, Spousal Maintenance, partner's student income, unemployment or similar insurance policy payments.

Labour Market Issues – lack of evidence of staff enforcement of jobseekers
fulfilling legal requirements. These include actively seeking and being available
for work, non-compliance with or absence of a valid Jobseeker's Agreement,
not imposing sanctions when employment is refused and not following up job
submissions.

 Living Together – where a claimant declares themselves to be single, but has failed to declare they actually live with another person and maintain a joint household.

Staff incorrectly award benefit despite available evidence of the claimant declaring another person in their household that might reasonably be expected to have been identified and verified as a possible partner.

- Non-dependant deductions failing to report that another adult, who is not financially dependant on them (e.g. another immediate family member), lives in their household, or has left the household, or their circumstances have changed. Subject to personal income, the other person is expected to contribute to household expenses, reducing any benefit payable to the claimant.
- Other this covers a range of different cases not covered in the categories above or below.
- Passporting relevant to Housing Benefit only. Working age claimants are required to inform the Local Authority paying Housing Benefit of any changes in their circumstances, including when DWP benefits end. Failure to do so can result in HB continuing to be paid.

It includes communication failures between different IT systems that notify the termination of a claimant's means-tested DWP benefit to the Local Authority, impacting the HB award, or LA staff failing to act on the information received.

 Premiums – DWP can pay additional amounts in means tested benefits when other benefits are also being paid, for example Disability or Carer's allowances. This often introduces additional criteria for staff to consider before deciding the qualification for the extra amounts, for example additional amounts related to the Guarantee Credit within Pension Credit.

Claimants also fail to report when the other benefit commences, or the rate payable changes or ceases, leading to an overpayment or underpayment of the benefit premiums.

- Residency errors relating to Housing Benefit claimants only, where DWP confirms that the claimant no longer lives at the address being paid for.
 Residency in Great Britain is a condition of entitlement to Income Support, Jobseeker's Allowance and Pension Credit.
- Tax Credits errors where the amount or existence of tax credits results in an incorrect award of a DWP benefit.

2010/11 Error Type Breakdowns

Minor revisions have been made to the below tables in respect of Income Support, Jobseeker's Allowance and Pension Credit due to mis-classification across some of the error types when the tables were originally published on 23rd February 2012.

All revised tables are flagged with an '(R)'.

Table 6.1 Estimated Total Overpayments by type: 2010/11 (R)

	Income	Support		eeker's vance	Pensio	n Credit	Housing	Benefit	Т	otal
	%	£m	%	£m	%	£m	%	£m	%	£m
Capital	0.6%	£44m	0.3%	£12m	0.8%	£64m	0.3%	£55m	0.4%	£175m
Conditions of Entitlement	0.5%	£37m	0.6%	£26m	0.0%	£1m	0.1%	£25m	0.2%	£90m
Abroad	0.3%	£21m	0.0%	£0m	0.3%	£25m	0.0%	£5m	0.1%	£52m
Customer Untraceable	0.3%	£27m	0.4%	£17m	0.3%	£28m	0.3%	£62m	0.3%	£133m
Household Composition	0.2%	£17m	0.0%	£2m	0.1%	£10m	0.1%	£29m	0.1%	£59m
Housing Costs	0.1%	£4m	0.1%	£4m	0.2%	£13m	0.1%	£20m	0.1%	£41m
Residency	-	-	-	-	-	-	0.3%	£58m	0.1%	£58m
Passporting	-	-	-	-	-	-	0.1%	£23m	0.1%	£23m
Non-Dependant Deductions	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.2%	£38m	0.1%	£38m
Earnings/Employment	0.6%	£44m	2.5%	£113m	0.5%	£44m	1.4%	£306m	1.2%	£506m
Income Other Benefits	0.1%	£8m	0.0%	£1m	0.0%	£3m	0.0%	£0m	0.0%	£12m
Income - Occ & Pers Pensions	0.1%	£8m	0.1%	£2m	1.4%	£118m	0.1%	£31m	0.4%	£159m
Income - Other	0.3%	£21m	0.2%	£10m	0.2%	£17m	0.4%	£77m	0.3%	£126m
Tax Credits	-	-	-	-	-	-	0.5%	£111m	0.3%	£111m
Living Together	1.0%	£75m	0.4%	£19m	0.1%	£11m	0.4%	£76m	0.4%	£182m
Premiums	0.3%	£26m	0.1%	£3m	0.8%	£64m	0.0%	£7m	0.2%	£100m
Control activities - NCO	0.0%	£1m	0.5%	£23m	0.6%	£52m	0.0%	£6m	0.2%	£82m
Labour Market Issues	-	-	0.6%	£29m	-	-	-	-	0.1%	£29m
Other	0.2%	£15m	0.2%	£11m	0.2%	£14m	0.2%	£49m	0.2%	£89m
Total	4.4%	£350m	6.1%	£270m	5.6%	£470m	4.6%	£980m	4.9%	£2070m

Estimates are rounded to the nearest £1m and to one decimal place.

Total Estimates are rounded to the nearest £10m and to one decimal place.

Columns may not sum due to rounding.

A figure of £0m indicates the unrounded estimate is less than £0.5m.

- 6.8 The highest types of total overpayments across all continuously measured benefits are Earnings/Employment, Living Together, Income Occupational and Personal Pensions and Capital. These four categories account for over £1bn or half of the total fraud and error overpaid in these four benefits.
- 6.9 The highest types of total overpayments on Income Support are Living Together, Earnings/Employment, Conditions of Entitlement and Capital. These four categories account for over half of the fraud and error on IS.
- 6.10 The highest types of total overpayments on Jobseeker's Allowance are Earnings/Employment, Labour Market Issues and Conditions of Entitlement. These three categories account for about two thirds of the fraud and error overpaid on JSA.
- 6.11 The highest types of total overpayments on Pension Credit are due to Income from Occupational and Personal Pensions, Capital, Premiums and Control Activities not being carried out. These four categories account for about two thirds of the fraud and error overpaid on PC.
- 6.12 The highest types of total overpayments on Housing Benefit are due to Earnings/Employment, Tax Credits and Income Other. These three categories account for about half of the fraud and error on HB.

Table 6.2 Estimated Fraud Overpayments by type: 2010/11 (R)

Customer Fraud	Income	Support		eeker's /ance	Pensio	n Credit	Housing	Benefit	Т	otal
	%	£m	%	£m	%	£m	%	£m	%	£m
Capital	0.4%	£29m	0.2%	£9m	0.1%	£10m	0.1%	£22m	0.2%	£70m
Conditions of Entitlement	0.2%	£19m	0.0%	£1m	0.0%	£1m	0.1%	£12m	0.1%	£33m
Abroad	0.2%	£19m	0.0%	£0m	0.3%	£21m	0.0%	£4m	0.1%	£44m
Customer Untraceable	0.3%	£27m	0.4%	£17m	0.3%	£28m	0.0%	£3m	0.2%	£74m
Household Composition	0.0%	£3m	0.0%	£0m	0.0%	£0m	0.0%	£7m	0.0%	£11m
Housing Costs	0.0%	£1m	0.1%	£3m	0.0%	0.0%	0.0%	£0m	0.0%	£3m
Residency	-	-	-	-	-	-	0.1%	£21m	0.1%	£21m
Passporting	-	-	-	-	-	-	0.0%	£6m	0.0%	£6m
Non-Dependant Deductions	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£7m	0.0%	£7m
Earnings/Employment	0.4%	£29m	2.1%	£94m	0.2%	£21m	0.5%	£100m	0.6%	£243m
Income - Occ & Pers Pensions	0.0%	£4m	0.0%	£1m	0.4%	£34m	0.0%	£9m	0.1%	£48m
Income - Other	0.1%	£8m	0.1%	£4m	0.1%	£7m	0.1%	£28m	0.1%	£48m
Tax Credits	-	-	-	-	-	-	0.0%	£6m	0.0%	£6m
Living Together	0.9%	£72m	0.4%	£16m	0.1%	£10m	0.3%	£73m	0.4%	£170m
Premiums	0.0%	£1m	0.0%	£0m	0.0%	£4m	0.0%	£0m	0.0%	£5m
Other	0.1%	£8m	0.2%	£9m	0.0%	£1m	0.0%	£1m	0.0%	£21m
Total	2.8%	£220m	3.4%	£150m	1.6%	£140m	1.4%	£300m	1.9%	£810m

Notes to Table:

Estimates are rounded to the nearest £1m and to one decimal place.

Total Estimates are rounded to the nearest £10m and to one decimal place.

Columns may not sum due to rounding.

A figure of £0m indicates the unrounded estimate is less than £0.5m.

- 6.13 The highest types of fraud overpayments across all continuously measured benefits are Earnings/Employment, Living Together and Customer Untraceable. These three categories account for about 60% of the monetary value of all fraud overpayments.
- 6.14 The highest types of fraud overpayments on Income Support are due to Living Together, Earnings/Employment and Capital. These three categories account for about 60% of the fraud on IS.
- 6.15 The highest types of fraud overpayments on Jobseeker's Allowance are in Earnings/Employment, Customer Untraceable and Living Together. These three categories account for over 80% of the estimated fraudulent overpayments on JSA.
- 6.16 The highest types of fraud overpayments on Pension Credit are due to Income from Occupational and Personal Pensions, Earnings/Employment, Customer Not being Traced or Abroad, when the claimant being overseas for longer than allowed. These four categories account for about three quarters of fraud on PC.
- 6.17 The highest types of fraud overpayments on Housing Benefit are Earnings/Employment and Living Together. These two categories account for more than half of the fraud on HB.

Table 6.3 Estimated Customer Error Overpayments by type: 2010/11 (R)

Customer Error	Income	Support		eker's /ance	Pensio	n Credit	Housing		•	otal
	%	£m	%	£m	%	£m	%	£m	%	£m
Capital	0.1%	£12m	0.1%	£3m	0.5%	£42m	0.1%	£28m	0.2%	£85m
Conditions of Entitlement	0.1%	£10m	0.0%	£0m	0.0%	£0m	0.0%	£6m	0.0%	£16m
Abroad	0.0%	£2m	0.0%	£0m	0.1%	£5m	0.0%	£1m	0.0%	£8m
Customer Untraceable	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.3%	£59m	0.1%	£59m
Household Composition	0.1%	£12m	0.0%	£1m	0.1%	£9m	0.1%	£18m	0.1%	£40m
Housing Costs	0.0%	£1m	0.0%	£0m	0.0%	£4m	0.0%	£8m	0.0%	£13m
Residency	-	-	-	-	-	-	0.2%	£36m	0.1%	£36m
Passporting	-	-	-	-	-	-	0.0%	£6m	0.0%	£6m
Non-Dependant Deductions	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.1%	£31m	0.1%	£31m
Earnings/Employment	0.2%	£12m	0.1%	£7m	0.1%	£11m	0.9%	£190m	0.5%	£220m
Income - Occ & Pers Pensions	0.0%	£3m	0.0%	£1m	0.5%	£45m	0.1%	£17m	0.2%	£66m
Income - Other	0.1%	£9m	0.1%	£4m	0.1%	£8m	0.2%	£37m	0.1%	£59m
Tax Credits	-	-	-	-	-	-	0.5%	£105m	0.2%	£105m
Living Together	0.0%	£4m	0.0%	£1m	0.0%	£2m	0.0%	£4m	0.0%	£10m
Premiums	0.1%	£11m	0.0%	£0m	0.4%	£37m	0.0%	£3m	0.1%	£52m
Other	0.0%	£1m	0.0%	£0m	0.1%	£6m	0.2%	£43m	0.1%	£49m
Total	1.0%	£80m	0.4%	£20m	2.0%	£170m	2.8%	£590m	2.0%	£850m

Estimates are rounded to the nearest £1m and to one decimal place.

Total Estimates are rounded to the nearest £10m and to one decimal place.

Columns may not sum due to rounding.

A figure of £0m indicates the unrounded estimate is less than £0.5m.

- 6.18 The highest types of customer error overpayments across all continuously measured benefits are Earnings/Employment, Tax Credits and Capital. These three categories account for nearly half the overpayments due to customer error.
- 6.19 The highest types of customer error overpayments on Income Support are due to Capital, Household Composition and Earnings/Employment. These three categories account for nearly half of the customer error on IS.
- 6.20 The highest types of customer error overpayments on Jobseeker's Allowance are due to Earnings/Employment and Other Income and these categories account for over half of the low level of customer error on JSA.
- 6.21 The highest types of customer error overpayments on Pension Credit are due to Capital, Premiums and Income from Occupational and Personal Pensions and these categories account for over nearly three quarters of customer error on PC.
- 6.22 The highest types of customer error overpayments on Housing Benefit are Earnings/Employment and Tax Credits. These two error types make up around half of the customer error on HB.

Table 6.4 Estimated Official Error Overpayments by type: 2010/11 (R)

Official Error	Income	Support	Jobseeker's Allowance		Pension Credit		Housing Benefit		Total	
	%	£m	%	£m	%	£m	%	£m	%	£m
Capital	0.0%	£3m	0.0%	£0m	0.1%	£12m	0.0%	£4m	0.0%	£19m
Conditions of Entitlement	0.1%	£9m	0.5%	£24m	0.0%	£0m	0.0%	£6m	0.1%	£41m
Household Composition	0.0%	£2m	0.0%	£1m	0.0%	£1m	0.0%	£4m	0.0%	£8m
Housing Costs	0.0%	£2m	0.0%	£1m	0.1%	£9m	0.1%	£12m	0.1%	£25m
Residency	-	-	-	-	-	-	0.0%	£1m	0.0%	£1m
Passporting	-	-	-	-	-	-	0.1%	£11m	0.0%	£11m
Non-Dependant Deductions	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m
Earnings/Employment	0.0%	£3m	0.3%	£12m	0.1%	£12m	0.1%	£16m	0.1%	£43m
Income Other Benefits	0.1%	£8m	0.0%	£1m	0.0%	£3m	0.0%	£1m	0.0%	£13m
Income - Occ & Pers Pensions	0.0%	£1m	0.0%	£1m	0.5%	£39m	0.0%	£5m	0.1%	£45m
Income - Other	0.1%	£4m	0.0%	£2m	0.0%	£2m	0.1%	£12m	0.0%	£20m
Tax Credits	-	-	-	-	-	-	0.0%	£0m	0.0%	£0m
Living Together	0.0%	£0m	0.1%	£3m	0.0%	£0m	0.0%	£0m	0.0%	£3m
Premiums	0.2%	£13m	0.1%	£3m	0.3%	£24m	0.0%	£4m	0.1%	£44m
Control activities - NCO	0.0%	£1m	0.5%	£23m	0.6%	£52m	0.0%	£0m	0.2%	£76m
Labour Market Issues	-	-	0.6%	£29m	-	-	-	-	0.1%	£29m
Other	0.1%	£6m	0.0%	£2m	0.1%	£7m	0.0%	£5m	0.0%	£19m
Total	0.6%	£50m	2.3%	£100m	1.9%	£160m	0.4%	£90m	0.9%	£400m

Estimates are rounded to the nearest £1m and to one decimal place.

Total Estimates are rounded to the nearest £10m and to one decimal place.

Columns may not sum due to rounding.

A figure of £0m indicates the unrounded estimate is less than £0.5m.

- 6.23 The highest types of official error overpayments across all continuously measured benefits are Control Activities not being carried out, Income Occupational and Personal Pensions, Earnings/Employment or Premiums. These four categories account for over half the value of overpayments due to official error.
- 6.24 The highest types of official error overpayments on Income Support are due to Premiums, Conditions of Entitlement and Income from Other Benefits.

 These three categories account for 60% of the official error on IS.
- 6.25 The highest types of official error overpayments on Jobseeker's Allowance are due to Labour Market Issues, Conditions of Entitlement and Control Activities not being carried out. These categories account for three quarters of official error on JSA.
- 6.26 The highest types of official error overpayments on Pension Credit are due to Control Activities not being carried out, Income from Occupational and Personal Pensions and Premiums. These three categories account for nearly two thirds of overpayments due to official error on PC.
- 6.27 Official Error overpayments on Housing Benefit are at a very low level compared to fraud and customer error. The causes of official error are fairly evenly split between several error types.

Table 6.5 Estimated Total Underpayments by type: 2010/11 (R)

						<i>J</i> 1 -		<u> </u>		
	Income Support		Jobseeker's Allowance		Pension Credit		Housing Benefit		Total	
	%	£m	%	£m	%	£m	%	£m	%	£m
Capital	0.0%	£1m	0.1%	£3m	0.2%	£18m	0.0%	£3m	0.1%	£25m
Conditions of Entitlement	0.0%	£1m	0.0%	£0m	0.0%	£0m	0.0%	£1m	0.0%	£2m
Abroad	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m
Customer Untraceable	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m
Household Composition	0.2%	£13m	0.0%	£0m	0.1%	£7m	0.1%	£32m	0.1%	£51m
Housing Costs	0.0%	£3m	0.0%	£1m	0.2%	£18m	0.1%	£15m	0.1%	£37m
Residency	-	-	-	-	-	-	0.0%	£0m	0.0%	£0m
Passporting	-	-	-	-	-	-	0.0%	£1m	0.0%	£1m
Non-Dependant Deductions	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.1%	£18m	0.0%	£18m
Earnings/Employment	0.1%	£5m	0.0%	£2m	0.0%	£3m	0.3%	£64m	0.2%	£73m
Income Other Benefits	0.0%	£4m	0.0%	£1m	0.0%	£3m	0.0%	£3m	0.0%	£11m
Income - Occ & Pers Pensions	0.0%	£0m	0.0%	£0m	0.2%	£17m	0.0%	£7m	0.1%	£23m
Income - Other	0.1%	£11m	0.1%	£4m	0.1%	£12m	0.1%	£28m	0.1%	£55m
Tax Credits	-	-	-	-	-	-	0.3%	£71m	0.2%	£71m
Living Together	0.1%	£4m	0.1%	£4m	0.0%	£0m	0.0%	£1m	0.0%	£9m
Premiums	0.5%	£41m	0.0%	£1m	0.9%	£72m	0.1%	£14m	0.3%	£128m
Control activities - NCO	0.0%	£2m	0.0%	£0m	0.1%	£9m	0.0%	£1m	0.0%	£12m
Labour Market Issues	-	-	0.0%	£0m	-	-	-	-	0.0%	£0m
Other	0.0%	£1m	0.0%	£2m	0.0%	£0m	0.1%	£12m	0.0%	£16m
Total	1.1%	£90m	0.4%	£20m	1.9%	£160m	1.3%	£270m	1.3%	£530m

Estimates are rounded to the nearest £1m and to one decimal place.

Total Estimates are rounded to the nearest £10m and to one decimal place.

Columns may not sum due to rounding.

A figure of £0m indicates the unrounded estimate is less than £0.5m.

A "-" indicates that the category is not relevant for that benefit.

Underpayments due to fraud can occur on IS, JSA and PC (see paragraphs 5.29 and 5.55). The most common occurrence is fraud on an IS or PC claim, but the customer is entitled to JSA instead. More details on this methodology is available on page 11 of the technical appendix at:

http://statistics.dwp.gov.uk/asd/asd2/fem/fem_tec_app.pdf

- 6.28 The highest types of total underpayments across all continuously measured benefits are Premiums, Earnings/Employment, and Tax Credits. These three categories account for about half of the total underpayments on the continuously measured benefits.
- 6.29 The highest types of total underpayments on Income Support are due to Premiums and Household Composition and these categories account for over half of the total underpayments on IS.
- 6.30 Underpayment levels on Jobseeker's Allowance are very low at only £20m and no categories are particularly large in value.
- 6.31 The highest types of total underpayments for Pension Credit are Premiums, Housing Costs and Capital. These three categories account for about two thirds of the underpayments on PC.
- 6.32 The highest types of total underpayments on Housing Benefit are due to Tax Credits and Earnings/Employment. These two categories account for half of the underpayments on HB.

Table 6.6 Estimated Customer Error Underpayments by type: 2010/11 (R)

Customer Error	Income Support		Jobseeker's Allowance		Pension Credit		Housing Benefit		Т	otal
	%	£m	%	£m	%	£m	%	£m	%	£m
Capital	0.0%	£1m	0.0%	£2m	0.0%	£4m	0.0%	£1m	0.0%	£8m
Conditions of Entitlement	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m
Abroad	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m
Customer Untraceable	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m
Household Composition	0.1%	£10m	0.0%	£0m	0.0%	£3m	0.1%	£21m	0.1%	£35m
Housing Costs	0.0%	£1m	0.0%	£0m	0.1%	£8m	0.0%	£8m	0.0%	£17m
Residency	-	-	-	-	-	-	0.0%	£0m	0.0%	£0m
Passporting	-	-	-	-	-	-	0.0%	£0m	0.0%	£0m
Non-Dependant Deductions	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.1%	£18m	0.0%	£18m
Earnings/Employment	0.0%	£3m	0.0%	£0m	0.0%	£2m	0.3%	£64m	0.2%	£69m
Income - Occ & Pers Pensions	0.0%	£0m	0.0%	£0m	0.0%	£3m	0.0%	£5m	0.0%	£8m
Income - Other	0.1%	£8m	0.0%	£0m	0.1%	£11m	0.1%	£20m	0.1%	£40m
Tax Credits	-	-	-	-	-	-	0.3%	£71m	0.2%	£71m
Living Together	0.0%	£1m	0.0%	£0m	0.0%	£0m	0.0%	£1m	0.0%	£1m
Premiums	0.3%	£20m	0.0%	£0m	0.4%	£36m	0.0%	£9m	0.2%	£65m
Other	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£2m	0.0%	£2m
Total	0.6%	£40m	0.1%	£0m	0.8%	£70m	1.0%	£220m	0.8%	£330m

Notes to Table:

Estimates are rounded to the nearest £1m and to one decimal place.

Total Estimates are rounded to the nearest £10m and to one decimal place.

Columns may not sum due to rounding.

A figure of £0m indicates the unrounded estimate is less than £0.5m.

- 6.33 The highest types of customer error underpayments across all continuously measured benefits are Earnings/Employment, Tax Credits and Premiums. These three categories account for nearly two thirds of the underpayments due to customer error.
- 6.34 The highest type of customer error underpayments on Income Support is due to Premiums with this single category accounting for half of the customer error underpaid on IS.
- 6.35 Underpayment levels due to customer error for Jobseeker's Allowance are negligible and round to less than £5m in 2010/11.
- 6.36 The highest type of customer error underpayments on Pension Credit is Premiums with this single category accounting for half of the customer error underpaid on PC.
- 6.37 The highest types of customer error underpayments on Housing Benefit are Tax Credits and Earnings/Employment. These two error types account for over half of the customer error underpayment on HB.

Table 6.7 Estimated Official Error Underpayments by type: 2010/11 (R)

Official Error	Income	Support	Jobseeker's Allowance		Pension Credit		Housing Benefit		Total		
	%	£m	%	£m	%	£m	%	£m	%	£m	
Capital	0.0%	£0m	0.0%	£1m	0.2%	£14m	0.0%	£0m	0.0%	£16m	
Conditions of Entitlement	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£1m	0.0%	£2m	
Abroad	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	
Customer Untraceable	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	
Household Composition	0.0%	£2m	0.0%	£0m	0.0%	£2m	0.0%	£3m	0.0%	£7m	
Housing Costs	0.0%	£2m	0.0%	£1m	0.1%	£10m	0.0%	£8m	0.0%	£21m	
Residency	-	-	-	-	-	-	0.0%	£0m	0.0%	£0m	
Passporting	-	-	-	-	-	-	0.0%	£1m	0.0%	£1m	
Non-Dependant Deductions	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£9m	0.0%	£9m	
Earnings/Employment	0.0%	£2m	0.0%	£2m	0.0%	£1m	0.0%	£3m	0.0%	£7m	
Income Other Benefits	0.0%	£4m	0.0%	£1m	0.0%	£3m	0.0%	£2m	0.0%	£10m	
Income - Occ & Pers Pensions	0.0%	£0m	0.0%	£0m	0.2%	£14m	0.0%	£8m	0.1%	£22m	
Income - Other	0.0%	£3m	0.1%	£4m	0.0%	£1m	0.0%	£0m	0.0%	£7m	
Tax Credits	-	-	-	-	-	-	0.0%	£5m	0.0%	£5m	
Living Together	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	0.0%	£0m	
Premiums	0.3%	£21m	0.0%	£1m	0.4%	£36m	0.0%	£0m	0.1%	£58m	
Other	0.0%	£1m	0.0%	£2m	0.0%	£0m	0.0%	£10m	0.0%	£13m	
Total	0.5%	£40m	0.3%	£10m	1.1%	£90m	0.2%	£50m	0.5%	£190m	

Estimates are rounded to the nearest £1m and to one decimal place.

Total Estimates are rounded to the nearest £10m and to one decimal place.

Columns may not sum due to rounding.

A figure of £0m indicates the unrounded estimate is less than £0.5m.

- 6.38 The highest types of official error underpayments across all continuously measured benefits are Premiums, Housing Costs and Income for Occupational and Personal Pensions. These three categories account for over half of the underpayments due to official error.
- 6.39 The highest type of official error underpayments on Income Support is Premiums and this single category accounts for half of the official error underpayments on IS.
- 6.40 The highest type of official error underpayments on Jobseeker's Allowance is Other Income, but this is only £4m in 2010/11.
- 6.41 The highest types of official error underpayments on Pension Credit relate to Premiums, Income Occupational and Personal Pensions and Capital and these three categories account for over 70% of the official error underpayments on Pension Credit.
- 6.42 Official Error underpayments on Housing Benefit are at a very low level compared to customer error. The causes of official error underpayment are relatively evenly split across several error types.

7 Further information and future reporting

Further information

- 7.1 Further fraud and error figures and background documentation are available on the DWP website at http://statistics.dwp.gov.uk/asd/asd2/index.php?page=fraud_error
- 7.2 In October 2010, DWP and HM Revenue and Customs published a joint strategy on tackling fraud and error in the benefit and tax credits systems. This is available on the DWP website at http://www.dwp.gov.uk/docs/tackling-fraud-and-error.pdf
- 7.3 Northern Ireland Fraud and Error in the Benefit System high-level statistics are published within in the Social Security Agency annual reports:

 http://www.dsdni.gov.uk/index/publications/annual_reports/publications-ssa-annual-reports.htm
- 7.4 HMRC estimates of Error and Fraud in Tax Credits: http://www.hmrc.gov.uk/stats/personal-tax-credits/error-fraud.htm
- 7.5 The United Kingdom Statistics Authority maintain a release schedule of all National Statistics publications, it is available on their website at http://www.statistics.gov.uk/hub/release-calendar/index.html

Future reporting

- 7.6 The next set of fraud and error statistics have a provisional publication date of May 2012. This report will provide preliminary estimates for the continuously measured benefits for 2011/12.
- 7.7 The National Statistics Code of Practice allows for revisions of figures under controlled circumstances: "Statistics are by their nature subject to error and uncertainty. Initial estimates are often systematically amended to reflect more complete information. Improvements in methodologies and systems can help to make revised series more accurate and more useful."
- 7.8 Unplanned revisions of figures in reports in this series might be necessary from time to time. Under this Code of Practice, the Department has a responsibility to ensure that any revisions to existing statistics are robust and are freely available, with the same level of supporting information as new statistics.

Annex 1: Glossary of abbreviations

CHB Child Benefit

CTB Council Tax Benefit

DLA Disability Living Allowance

DHP Discretionary Housing Payment

DWP Department for Work and Pensions

ESA Employment and Support Allowance

HB Housing Benefit

HMRC Her Majesty's Revenue and Customs

IB Incapacity Benefit

IS Income Support

JSA Jobseeker's Allowance

LA Local Authority

LHA Local Housing Allowance

NBR National Benefit Review

PC Pension Credit

RP Retirement Pension

Annex 2: Statistical terms

The statistical terms used in this report are explained below.

Confidence Interval: The range of values within which we can be 95% sure that the

true value we are trying to estimate lies. It is used as a measure of the statistical uncertainty in an estimate.

Estimate: An estimate is an indication of the value of an unknown

quantity based on observed data. It provides information about unknown values in the population that we are trying to

measure.

Population (Caseload): A population is any entire collection of items from which we

may collect data. It is the entire group that we are interested in, which we wish to describe or to draw conclusions about (generally benefit customers or expenditure in the context of

this report).

Sample: A group selected (randomly in the context of this report) from

a larger group (known as the "population"). Through analysing the sample we aim to draw valid conclusions about the larger

group.

Annex 3: Supporting material

Additional tables

The latest additional results are available in this excel spreadsheet: http://statistics.dwp.gov.uk/asd/asd2/fem/fem_apr10_mar11.xls

The tables cover the following client groups and benefits:

- Housing Benefit (working age, pensioner and combined);
- Income Support: Disabled and Other;
- Income Support: Lone Parents:
- Income Support: Total;
- Jobseeker's Allowance;
- Income Support and Jobseeker's Allowance;
- Pension Credit

The tables available are:

Housing Benefit

- 1 Headline estimates of HB fraud and error, by year and client group
- 2 Estimates of HB fraud and error split by the cause of incorrectness, by year and client group
- 3 Estimates for HB incorrect payments and underpayments, split by year and client group
- 5 Extrapolated estimates for the whole HB caseload and expenditure, split by error category, year and client group
- Overpayments due to official error by error type 6a
- Overpayments due to fraud by error type 6b
- 6с Overpayments due to customer error by error type
- 7a Underpayments due to official error by error type
- 7b Underpayments due to customer error by error type

Income Support, Jobseeker's Allowance and Pension Credit

- 9 Overpayments by client group 10 Underpayments by client group 11 Incorrectness by client group 11a-f Overpayment incorrectness by client group 11g-l Underpayment incorrectness by client group 12 Overpayments due to official error by benefit and error type 13 Overpayments due to fraud by benefit and error type 14 Overpayments due to customer error by benefit and error type 15 Underpayments due to official error by benefit and error type 16 Underpayments due to customer error by benefit and error type 17 Overpayment time series - Jobseeker's Allowance
- 18 Overpayment time series - Income Support Lone Parents

- 19 Overpayment time series Income Support Disabled and Other
- 20 Overpayment time series Income Support
- 21 Overpayment time series Pension Credit

Technical Documentation for the Continuously Measured Benefits

Income Support, Jobseeker's Allowance and Pension Credit Technical Annex at: http://statistics.dwp.gov.uk/asd/asd2/fem/fem_tec_app.pdf

Housing Benefit Technical Annex at: http://statistics.dwp.gov.uk/asd/asd2/fem/fem_tech_app_02_08.pdf

Published documents relating to our National Statistics

Uses and Users Documentation http://statistics.dwp.gov.uk/asd/asd2/fem/uses_users.pdf

Quality and Methods Documentation http://statistics.dwp.gov.uk/asd/asd2/fem/quality_methods.pdf

Ad-hocs and Pricing Documentation http://statistics.dwp.gov.uk/asd/asd2/fem/ad-hocs-and-pricing.pdf

Variance and the Calculation of Confidence Intervals http://statistics.dwp.gov.uk/asd/asd2/fem/var_conf_levels.pdf

Annex 4: List of methodology changes

Below is a list of the historical methodology changes that have been made since 2005/06.

Methodology change	Included in which published report	Page No.
Changes to sampling and calculation methods were aimed primarily at making the estimates better represent overpayments in the <i>whole</i> of IS, JSA and Pension Credit expenditure.	Fraud and Error in the Benefit System April 2005 to March 2006: Spending Review 2004 target baseline http://statistics.dwp.gov.uk/asd/asd2/fem/fem_new_results.pdf	16-17
Definitional changes to what is being measured were introduced primarily to make the estimates better relate to the actual impact of fraud and error on expenditure.	Fraud and Error in the Benefit System April 2005 to March 2006: Spending Review 2004 target baseline http://statistics.dwp.gov.uk/asd/asd2/fem/fem_new_results.pdf	16
Incapacity Benefit started to be continuously reviewed for Customer Fraud and Customer Error as well as Official Error.	Fraud and Error in the Benefit System: April2008 – March 2009 – Revised Edition http://statistics.dwp.gov.uk/asd/asd2/fem/fem_apr08_mar09.pdf	2
There was a change in this report to the calculation of the sample weightings for Income Support, Jobseeker's Allowance and State Pension Credit.	Fraud and Error in the Benefit System: April 2009 – March 2010 http://statistics.dwp.gov.uk/asd/asd2/fem/fem_apr09_mar10.pdf	2 and Annex 4
To improve consistency across benefits and produce a more comparable time series between the preliminary and full year estimates, sample data has been refreshed so that information on sample cases that have been cleared late is included. Previously this was only done for full year reports; from now on this will also be carried out for preliminary estimates.	Fraud and Error in the Benefit System: Preliminary 2010/11 Estimates http://statistics.dwp.gov.uk/asd/asd2/fem/fem_oct09_sep10.pdf	4
We now use the latest available expenditure for the financial year (April to March) to calculate all Monetary Value of Fraud and Error for individual benefits within the report. This means that the data for the individual benefits contained in sections 4, 5 and 6 of the report will now be much closer to, or the same as, the global estimates contained in section 2 of the report.	Fraud and Error in the Benefit System: Preliminary 2010/11 Estimates http://statistics.dwp.gov.uk/asd/asd2/fem/fem_oct09_sep10.pdf	4
New stratifications for Pension Credit by age (over 80 and under 80): This is a sampling change that was implemented from April 2010; therefore this is the first set of statistics that is partly affected by this change. Due to the operational difficulty in finding details and reconstructing Pension Credit Assessed Income Period cases, an agreement was made with internal stakeholders to reduce the sample size for the older claimants. From this date, four claimants aged below eighty years of age were sampled and checked for every one aged eighty or over. This has had a minimal effect on the confidence intervals.	Fraud and Error in the Benefit System: Preliminary 2010/11 Estimates http://statistics.dwp.gov.uk/asd/asd2/fem/fem_oct09_sep10.pdf	4

Annex 5: List of benefits included in fraud and error estimates

Benefits Included	Method of Measurement
Income Support	Continuously Reviewed
Jobseeker's Allowance	Continuously Reviewed
Pension Credit	Continuously Reviewed
Housing Benefit	Continuously Reviewed
Retirement Pension	Occasionally Reviewed
	(official error is continuously reviewed)
Disability Living Allowance	Occasionally Reviewed
Incapacity Benefit	Occasionally Reviewed
Carer's Allowance	Occasionally Reviewed
Social Fund	Unreviewed, proxy measures used
	(official error is continuously reviewed)
Council Tax Benefit	Unreviewed, proxy measures used
Christmas Bonus	Unreviewed, proxy measures used
Employment Support Allowance	Unreviewed, proxy measures used
Maternity Allowance	Unreviewed, proxy measures used
Statutory Sick Pay	Unreviewed, proxy measures used
Statutory Maternity Pay	Unreviewed, proxy measures used
Industrial Disablement Benefit	Unreviewed, proxy measures used
Industrial Death Benefit	Unreviewed, proxy measures used
Other Industrial Injuries Benefits	Unreviewed, proxy measures used
Attendance Allowance	Unreviewed, proxy measures used
Specialised Vehicle Allowance	Unreviewed, proxy measures used
Winter Fuel Payments	Unreviewed, proxy measures used
Discretionary Housing Payments	Unreviewed, proxy measures used
Cold Weather Payments	Unreviewed, proxy measures used
Over 75 TV Licence	Unreviewed, proxy measures used
Job Grant	Unreviewed, proxy measures used
New Deals	Unreviewed, proxy measures used
Small Benefits	Unreviewed, proxy measures used
Minimum Income Guarantee	Unreviewed, proxy measures used
Severe Disablement Allowance	Unreviewed, proxy measures used
Widow's Benefit / Bereavement Benefit	Unreviewed, proxy measures used
Return-to-Work Credit	Unreviewed, proxy measures used
In-Work Credit	Unreviewed, proxy measures used
State Pension Transfers	Unreviewed, proxy measures used

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