



Department
for Work &
Pensions

Department for Work and Pensions Equality Information (Customer Data)

Report under the Public Sector Equality Duty

July 2015

Contents

- List of figures 3
- Employment3
- Poverty and Social Mobility3
 - Pensions 3
- Fraud and Error3
- Operational Working of the Department3
- Additional Employment Gap data3
- Introduction..... 4
 - The legal requirements..... 4
 - Our overall approach 5
- Our approach to engaging with our service users5
- Our approach to paying due regard.....5
- Our approach to developing equality objectives5
- Alternative formats6
- Information about our policies and services 7**
 - Employment related impact indicators..... 10**
 - 1. Rates of people leaving key out of work benefits.....10
 - 3. Proportion of children living in workless households20
 - 6. Average age people stop working^{1,2}34
 - Poverty and social mobility related impact indicators 38**
 - 7. Rate of disability poverty38
 - Pensions-related impact indicators 52**
 - 10. Number of employees in a pension scheme sponsored by their employer.....52
 - Operational working of the Department related impact indicators 55**
 - 11. Monetary value of fraud and error in the benefit system.....55
 - 12. Customer and claimant opinion of DWP service levels61
 - 13. Additional employment gap data66
 - Links to additional information: 68**

List of figures

Employment

Figure 1.1-1.4: Number and rates of people moving from out-of-work benefits by age and gender.

Figure 2.1-2.3: Number of people on key out-of-work benefits by age, ethnicity and gender.

Figure 3.1-3.3: Proportion of children living in workless households by age of child, gender and ethnicity.

Figure 4.1-4.4: Proportion of young people not in full-time education who are not in employment

Figure 5.1-5.4: Gap between the employment rates for disabled people and the overall population by age, ethnicity, gender and religion.

Figure 6.1-6.3: Average age of withdrawal from the labour market by ethnicity and gender, gender overall and by gender and religion or belief.

Poverty and Social Mobility

Figure 7.1-7.4: Poverty rate for families by presence of disabled members and age, disabled members overall, disabled members and ethnicity and disabled members and gender.

Figure 8.1-8.4: Poverty rate for pensioners by age, disability, ethnic group of head of household and gender.

Figure 9.1: Proportion of the lowest earning 25-30 that experience wage progression ten years later, by gender.

Pensions

Figure 10.1-10.2: Number of employees in a pension scheme sponsored by their employer by age and gender.

Fraud and Error

Figure 11.1-11.5: Estimates for fraud and error by client group, error type, gender and age group – overpayments

Operational Working of the Department

Figure 12.1-12.4: Customer and claimant opinion of DWP service levels by age, disability, ethnicity and gender.

Additional Employment Gap data

Figure 13.1: Percentage of employment gaps for gender, disability, ethnicity and age.

Introduction

The legal requirements

As a public body the Department for Work and Pensions (DWP) has a specific duty to publish relevant proportionate information annually to demonstrate our compliance with the [Public Sector Equality Duty](#) (PSED), part of the [Equality Act 2010](#).

This means that we have to publish information to show that we have paid 'due regard' to the three aims of the general Equality Duty:

- **eliminate unlawful discrimination**, harassment and victimisation and any other conduct prohibited by the Act;
- **advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **foster good relations** between people who share a protected characteristic and people who do not share it.

The protected characteristics covered by the Equality Duty are:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race - this includes ethnic or national origins, colour or nationality;
- religion or belief - this includes lack of belief;
- sex;
- sexual orientation; and
- marriage and civil partnership - in respect of eliminating unlawful discrimination only.

We must publish:

- information relating to people who are affected by our policies and practices who share protected characteristics, for example, our service users. This information is included in full below by providing further breakdowns for our impact indicators; and
- information relating to our employees who share protected characteristics. This is published [here](#).

We can use this information to ensure that genuine consideration is given to the likely and actual effects of our policies on people with protected characteristics and this informs our decision making and policy-development processes.

This is the fourth report under this duty. Previous publications can be found for [January 2012](#), [July 2012](#), [July 2013](#) and [July 2014](#).

Our overall approach

Transparency is a key operating principle for the Department; we want the information we provide to be easy to understand and use. To help with this, where possible and relevant, for each piece of data we have provided:

- charts **showing trends over time** for each indicator by protected groups;
- a brief explanation of **what this tells us** and **how an improvement will be shown**; and
- **links to data tables and other information** that you may find useful.

Our approach to engaging with our service users

We understand the need to involve customers in diversity issues and to consult them in relation to our proposals for implementing equality legislation and discharging our responsibilities under the Public Sector Equality Duty.

On a wider level the Department has a variety of measures in place to engage with claimants and their representative groups. These include traditional formal policy consultation routes but also more informal methods. For example, we publish several newsletters such as the [DWP Stakeholder Bulletin](#), which provides a monthly update on what is happening in our Department.

Our approach to paying due regard

Following the introduction of the PSED, DWP worked closely with stakeholders and the Government Equalities Office (GEO) to reduce bureaucracy. We have embedded and mainstreamed equality analysis into the processes we use to develop, deliver and evaluate our policies, practices and services. It ensures that we continue to give genuine and proportionate consideration to the likely and actual effects of what we do and this, in turn, informs our decision making processes.

Our approach to developing equality objectives

The [specific duty](#) required the [Department to set measurable equality objectives](#) by 6 April 2012 and refresh them at intervals of not less than 4 years. Our objectives look at addressing key equality issues for both our customers and employees. They are embedded within our organisational aims and align with our [Departmental Business Plan](#). We undertake regular reviews of our objectives to check on progress and they will be formally reviewed in April 2016.

Alternative formats

If you would like a copy of this report in an alternative format, please contact:

Diversity and Equality Team

Kings Court

80 Hanover Way

Sheffield

S2 7UF

Email: Adelphi.diversityandequality@dwp.gsi.gov.uk

Feedback

Thank you for taking the time to read this report; we welcome your feedback. Please write to us using the details above.

Information about our policies and services

Number	Indicator	Data source	Time period and availability
1	Rates of people moving from out-of-work benefits	DWP administrative data	<ul style="list-style-type: none"> • Latest data available for new claims to Jobseekers Allowance (JSA) between January-March 2014 that had subsequently flowed off JSA within 52 weeks i.e. by March 2015. • For Employment and Support Allowance, the cohort is for new claims between October - December 2013 that have flowed off within 65 weeks i.e. by March 2015. • Breakdowns currently available by age and gender.
2	Numbers on key out-of-work benefits	DWP administrative data	<ul style="list-style-type: none"> • Splits currently available by age and gender, and ethnicity. • Latest data available at May 2014 covered November 2014. • Produced four times a year covering the months of February, May, August and November. Data are available with six months delay.
3	Proportion of children living in workless households	Labour Force Survey	<ul style="list-style-type: none"> • Latest data available at July 2015 covers Quarter 4 2014 (October-December) • New data are released twice a year, for Quarter 2 and Quarter 4 each year, typically 2-4 months after the reference period. • Splits currently available by age, ethnicity and gender of child. • Splits are not currently available by disability or religion, because these questions are only asked of LFS respondents aged 16 years or over. • Only respondents aged 16 years or over are asked their sexual orientation. • The LFS does not record whether or not respondents are pregnant or have undergone gender reassignment, so it is not possible to provide separate estimates for these groups.

4	Young people not in employment or full-time education	Labour Force Survey and Annual Population Survey	<ul style="list-style-type: none"> • Impact indicator covers age. Splits currently available by disability, ethnicity, religion and gender. • Latest data available at July 2015 covered Quarter 1 2015. • LFS data produced monthly approximately six weeks after the period referred to. Three months data are combined for the indicator. • APS data produced quarterly approximately ten weeks after the period referred to. Annualised data is used for the indicator.
5	Gap between employment rates for disabled people and the overall population	Labour Force Survey (LFS) and Annual Population Survey (APS)	<ul style="list-style-type: none"> • Impact indicator covers disability. Splits currently available by age, ethnicity, gender and religion or belief. • Latest data available at July 2015 covered Quarter 1 2015 (LFS) and Q2 2014 – Q1 2015 (APS). • LFS data produced quarterly approximately six weeks after the period referred to. Three months of data are combined for the indicator.
6	Average age people stop working	Annual Population Survey	<ul style="list-style-type: none"> • Breakdowns are currently available by age, ethnicity, gender and religion or belief. • Latest data available in July 2015 covered Q2 2014 – Q1 2015. • APS data produced quarterly approximately ten weeks after the period referred to.
7	Rate of disability poverty	Family Resources Survey	<ul style="list-style-type: none"> • Indicator covers disability. Splits currently available by age, ethnicity and gender. Ethnicity is provided as a 3-year average. • Latest data available at July 2015 covered 2013/14. • Produced once a year covering a financial year, with a delay of just over a year after the end of the period referred to. • Data do not include care home residents due to the sample for the survey used consisting of the private household population
8	Rate of pensioner poverty	Family Resources Survey	<ul style="list-style-type: none"> • Splits currently available by age, disability, ethnicity and gender. • Latest data available at July 2015 covered 2013/14. • Produced once a year covering a financial year, with a delay of just over a year after the end of the period referred to.

			<ul style="list-style-type: none"> Data do not include care home residents due to the sample for the survey used consisting of the private household population.
9	Proportion of the lowest earning 25 to 30 year olds that experience wage progression ten years later	Annual Survey of Hours and Earnings (ASHE)	<ul style="list-style-type: none"> Likelihood of progression of 25-30 year olds by gender. Data for other protected characteristics are not currently available. Latest data available at July 2014 covered 2005 - 2014.
10	Number of employees in a pension scheme sponsored by their employer	Annual Survey of Hours and Earnings (ASHE)	<ul style="list-style-type: none"> Splits currently available by age and gender. This will be supplemented by data from the Family Resources Survey for religion or belief and sexual orientation which has been collected from April 2011. Latest data available at 14 July 2014 covered 2013.
11	Monetary value of fraud and error in the benefit system	DWP Administrative Data	<ul style="list-style-type: none"> Preliminary estimates for 2014/15 were released on 14th May 2015. This covers the period from October 2013 – September 2014. Splits currently available by age and gender.
12	Customer and claimant opinion of DWP service levels	DWP Administrative Data	<ul style="list-style-type: none"> Splits currently available by age, disability, ethnicity and gender. The latest data available at July 2014 is from the 2014/15 DWP Claimant Service and Experience Survey
13	Employment gap	Labour Force Survey	<ul style="list-style-type: none"> This indicator provides GB employment rates and gaps for women, disabled people, ethnic minorities, young adults and older workers in comparison to the overall population Data available approximately six weeks after the end of each quarter. Data are seasonally unadjusted so only year on year comparisons can be made.

Note: Estimates are based on a variety of data and are therefore subject to different levels of uncertainty. Small differences should be treated with caution as these will be affected by sampling error and variability in the data source. Rounding conventions vary for different indicators as they are determined by the underlying data source.

Employment related impact indicators

1. Rates of people leaving key out of work benefits

What does this tell us?

This indicator reports the off-flow rate for cohorts of claimants who have flowed onto benefit in a given period. For example, across all ages 94.0% of those who started a claim to Jobseeker's Allowance between January and March 2014 had stopped receiving benefit 52 weeks later; across all ages 50.2% of those who started a claim to Employment Support Allowance between October and December 2013 had stopped receiving the benefit 65 weeks later.

This measure seeks to capture the value added by Jobcentre Plus in reducing the time it takes for a claimant to move off benefit. The Jobseekers Allowance portion of this measure feeds into the claimant count and, as a whole, provides useful information as to whether the Department's Spending Review settlement is being implemented.

How will improvement be shown?

An increase in the off-flow rate indicates that an improvement has been achieved, however, the indicator will be affected by, amongst other things, benefit conditionality, operational changes, seasonality and the economic cycle. It's therefore possible that in a recession, even where Jobcentre Plus is performing well, the off flow rate could fall.

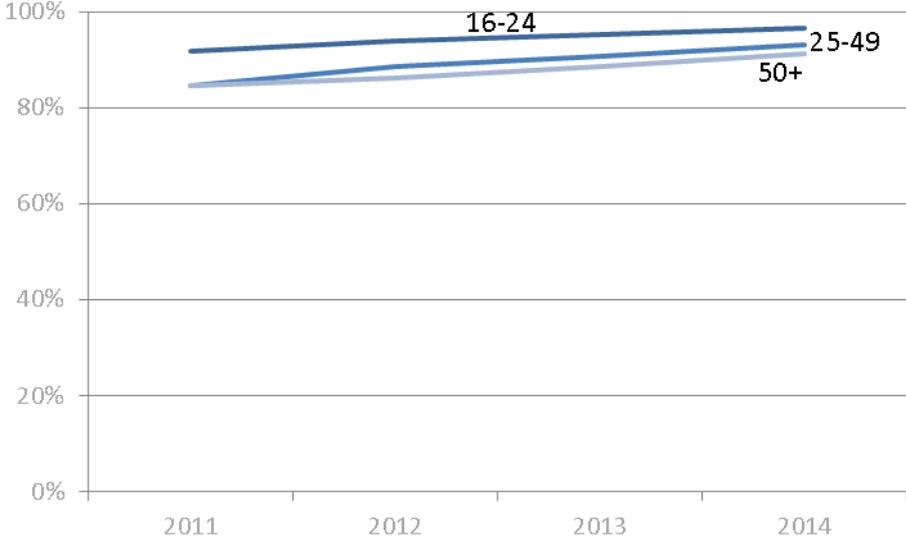
Comparisons across time must be treated with caution as, between 2010 and 2014, the Government enacted a programme of Welfare Reform which has changed the composition of both ESA and JSA.

Links to other information that you may find useful

A [Destination Survey](#) was undertaken by the Department in 2011 which provides data on the rate of people moving from key out of work benefits into employment.

The supporting [datasheets](#) are available online and provide comparable figures from the previous years.

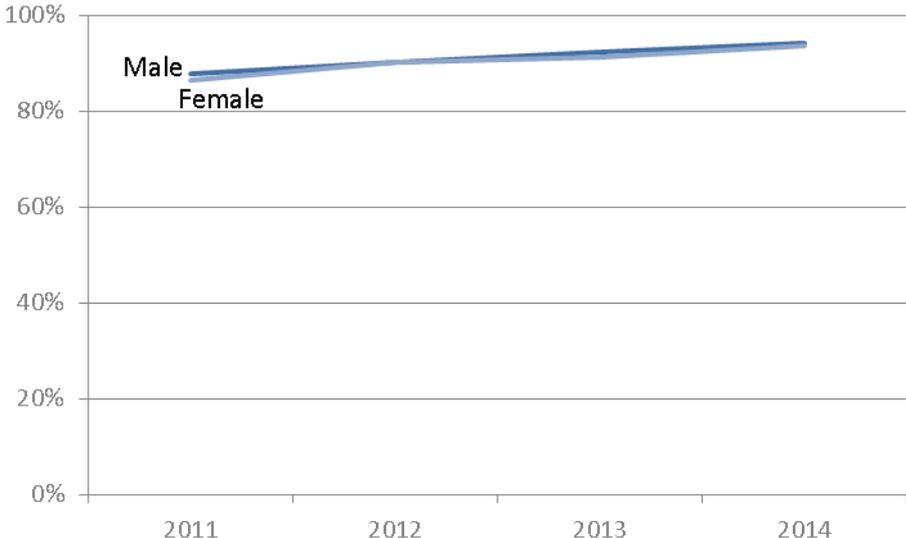
Figure 1.1: Jobseeker’s Allowance off-flow rate within 52 weeks, for claims received between January – March of each year by Age^{1,2,3,4}



Since 2013 there have been increases in the off flow rate of the 16-24, 25-49 and the 50+ age groups which has resulted in an overall increase in the off-flow rate from 92.0% to 94.0%.

This means that there was an increase in the proportion of claimants off-flowing from JSA within 52 weeks of their claim.

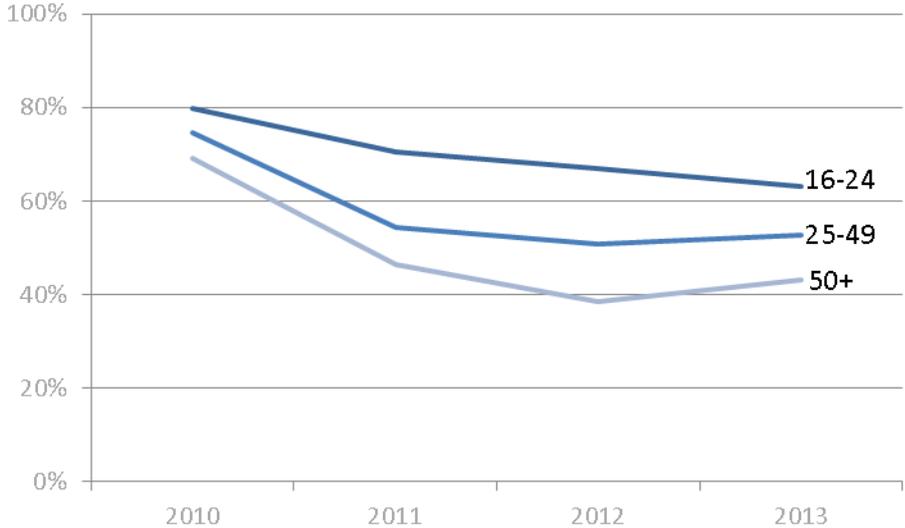
Figure 1.2: Jobseeker’s Allowance off-flow rate within 52 weeks, for claims received between January – March of each year by Gender



Since 2013 there has been an increase in the JSA 52 week off-flow rate for both genders. Whilst the overall rate has increased by two percentage points, the increase has been slightly higher for females (+2.5 percentage points) than it has for males (+1.7 percentage points).

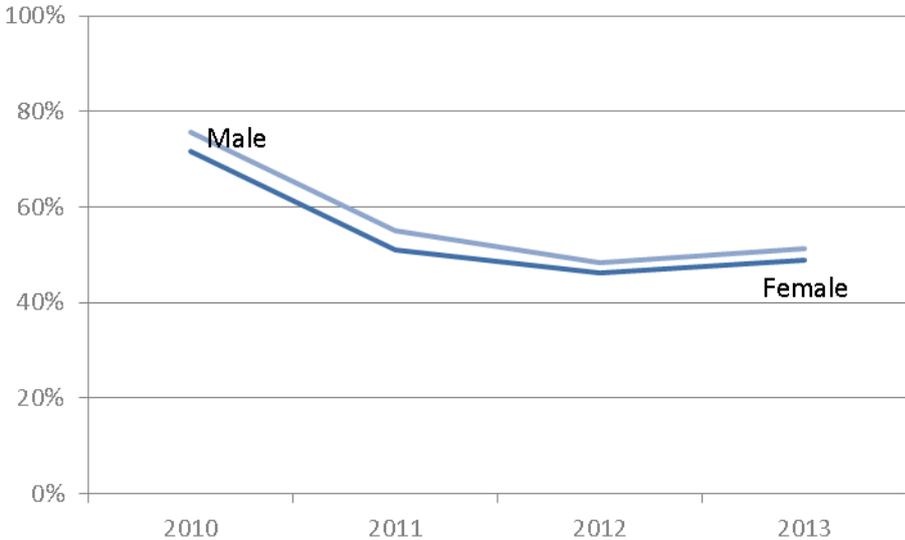
The percentage of males and females off-flowing from JSA within 52 weeks of on-flowing between January and March is now higher than it has been since the off-flow measure was introduced in 2011.

Figure 1.3: Employment Support Allowance off-flow rate within 65 weeks, for claims received between October – December of each year by Age^{1,2,3,4}



In 2013 both the 50+ and 25-49 age groups showed an increase in the proportion of claimants off-flowing from ESA within 65 weeks of their claim. For the 16-24 years age group, the off flow rate continued to decrease as it has done since 2010. The 16-24 group continued to display the highest off-flow rate across all groups and the 50+ displayed the lowest, as has been the case since 2010. The overall rate increased on the previous year from 47.5% to 50.2%.

Figure 1.4: Employment Support Allowance off-flow rate within 65 weeks, for claims received between October – December of each year by Gender^{1,2,3,4}



Between 2012 and 2013 the ESA off flow rate has increased for both genders by over two percentage points, from 46.3% for 48.8% for females and from 48.4% to 51.4% for males.

Notes:

1. The On-Flow Cohort Period corresponds to the Cycle A reporting month, beginning on the Saturday after the final Friday of the previous month and ending on the final Friday of the current month. This data covers three On flow cohort periods.
2. The Rate is calculated as The total number of Off-Flows from an On-Flow Cohort Period, divided by the number of on flows within the On Flow Cohort Period, multiplied by 100 (to 1.d.p)
3. Off-flow measure for JSA is based on claims ending within 52 weeks of on-flow
4. Off-flow measure for ESA is based on claims ending within 65 weeks of on-flow

2. Numbers on key out of work benefits

What does this tell us?

This indicator looks at the number of people on the following key out-of-work benefits:

- Jobseeker's Allowance;
- Incapacity Benefits/Employment and Support Allowance;
- Lone parents receiving Income Support; and
- Others receiving income-related benefits. These are mainly Pension Credit recipients for men aged under state pension age. The remainder are in receipt of Income Support.
- These statistics do not include Universal Credit

How will an improvement be shown?

This indicator will show an improvement if the number of people in receipt of key out-of-work benefits decreases, reflecting the Department's economic and social objective of helping more people into employment.

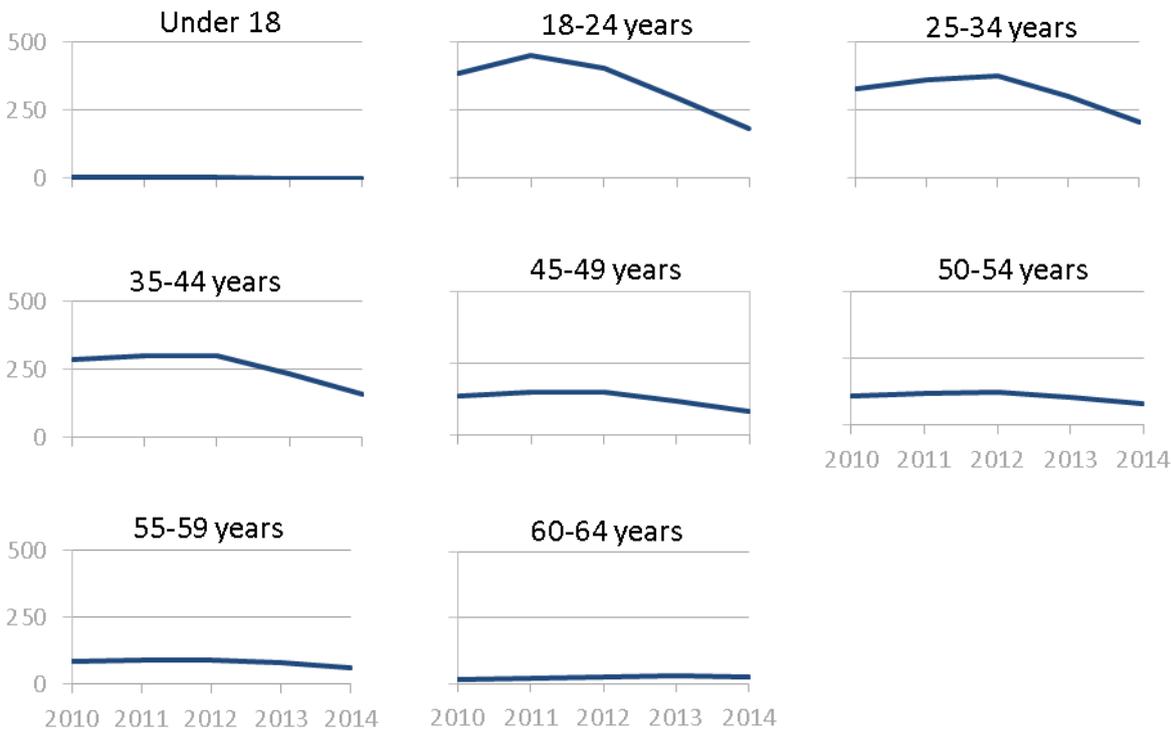
However, over the time period covered by the indicator, the Department has enacted Welfare Reform changes that have changed the composition of certain benefits. The Department has also stopped some employment programmes and introduced new programmes.

Links to other information that you may find useful

Further information about a variety of benefits and customer groups is available on the [DWP tabulation tool](#), where user defined tables can be created.

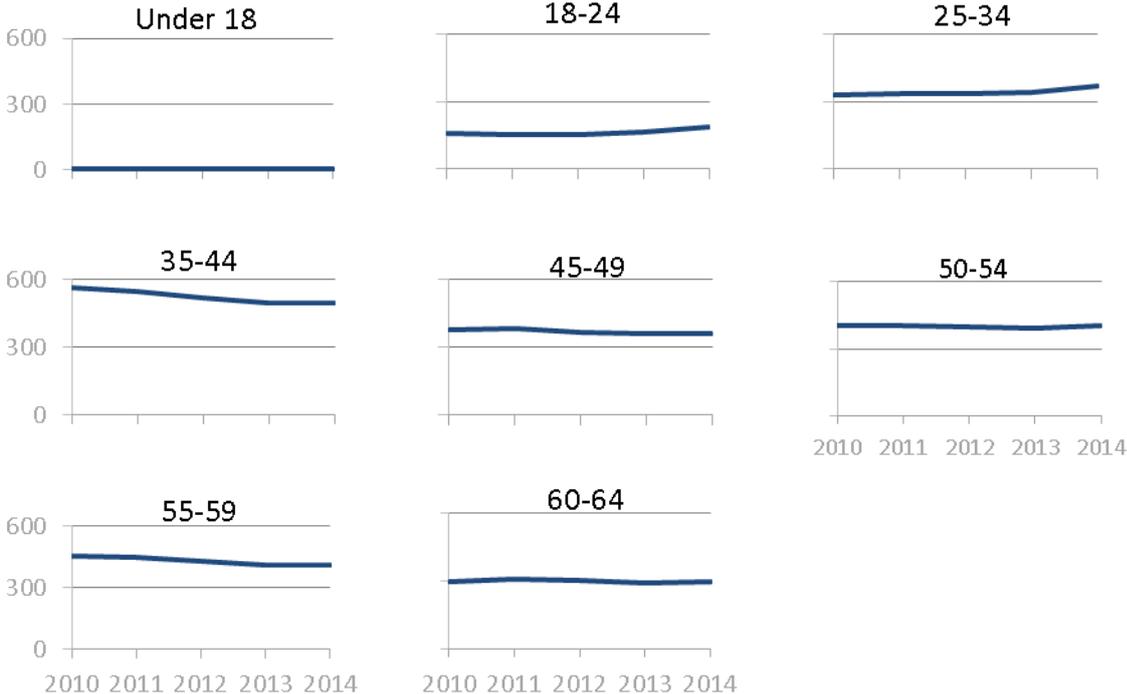
The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

Figure 2.1: Numbers on Jobseeker’s Allowance by age, Great Britain, working age population, November 2010 to 2014 (in 1000's) ^{1,2,5}



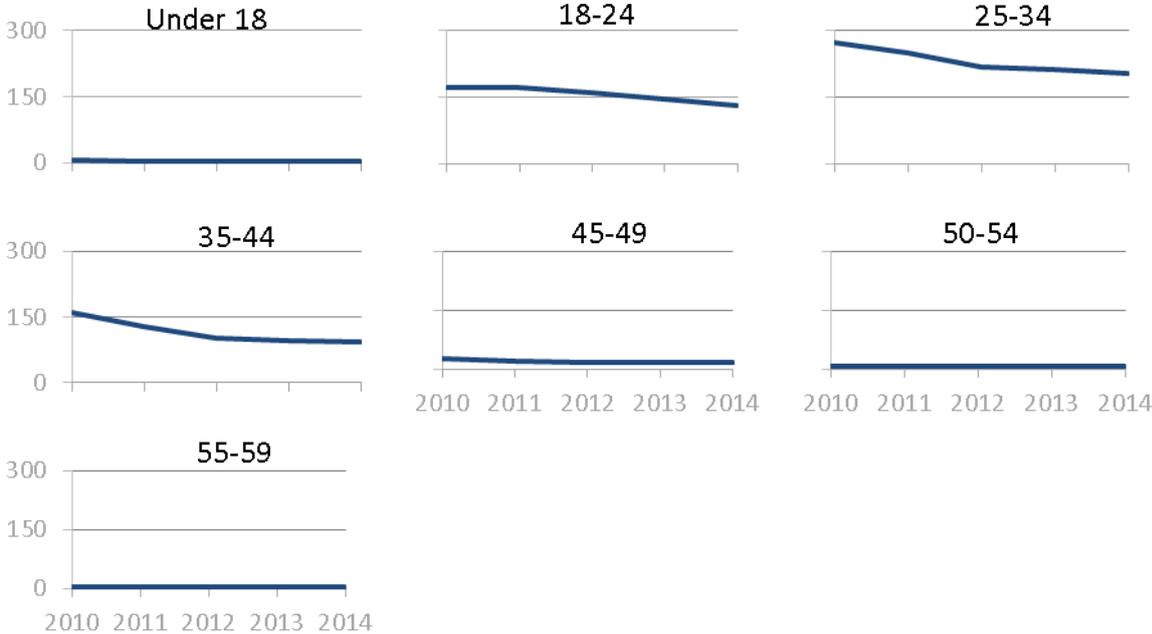
In 2014, there was a continuing downward trend observed since 2013 for all age groups except 60-64 years.

Figure 2.2: Numbers on Employment and Support Allowance and incapacity benefits by age, Great Britain, working age population, November 2010 to 2014 (in 1000's) ^{1,2,6,9}



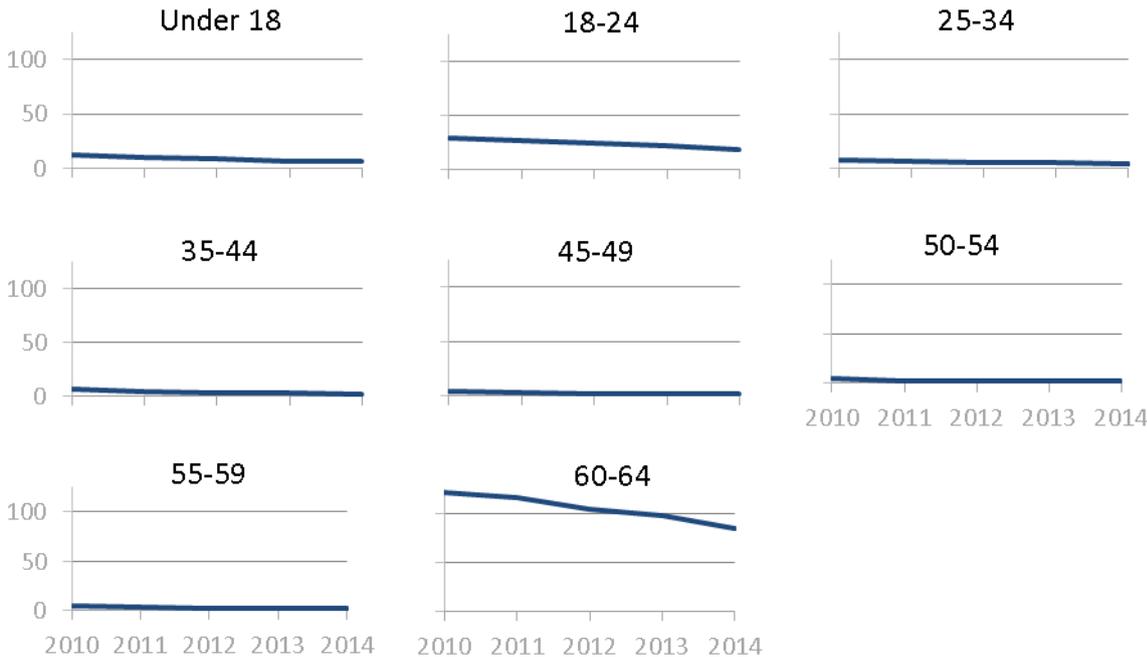
There were modest rises in the numbers on Employment and Support Allowance and incapacity benefits between November 2013 and November 2014 for 18-24 and 25-34. Other age groups have remained fairly steady.

Figure 2.3: Numbers of Lone Parents on Income Support by age, Great Britain, working age population, November 2010 to 2014 (in 1000's) ^{1,2,6}



The number of Lone Parents on IS aged 18-44 has reduced each year since 2010.

Figure 2.4: Other claimant count by year and age group November 2010 to 2014 (in 1000's) ^{1,2,7,8}



In the 'Other' category there has been a pattern of gradual falls for each age group between 2010 and 2014.

Figure 2.5: JSA by ethnicity group and year; white is plotted using the Right Hand vertical axis November 2010 to 2014 ^{1,2,5}

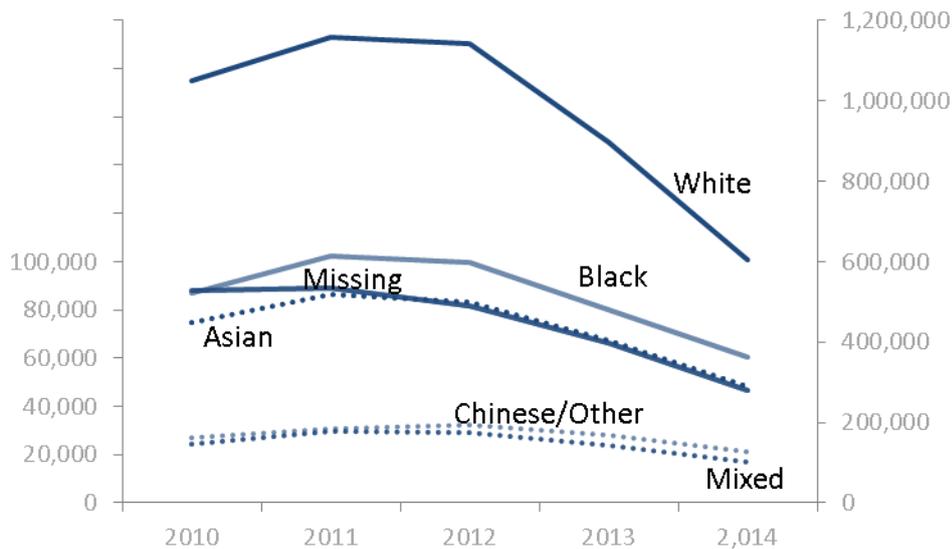
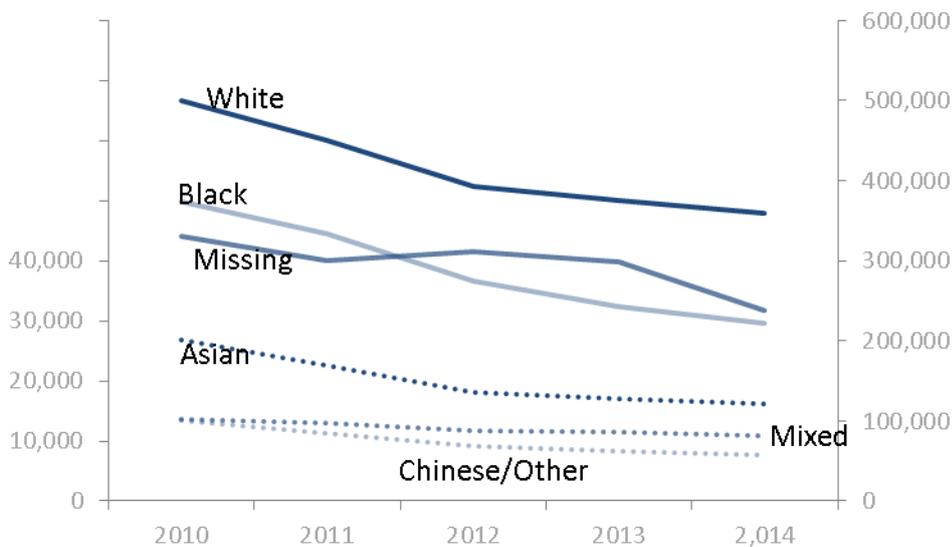
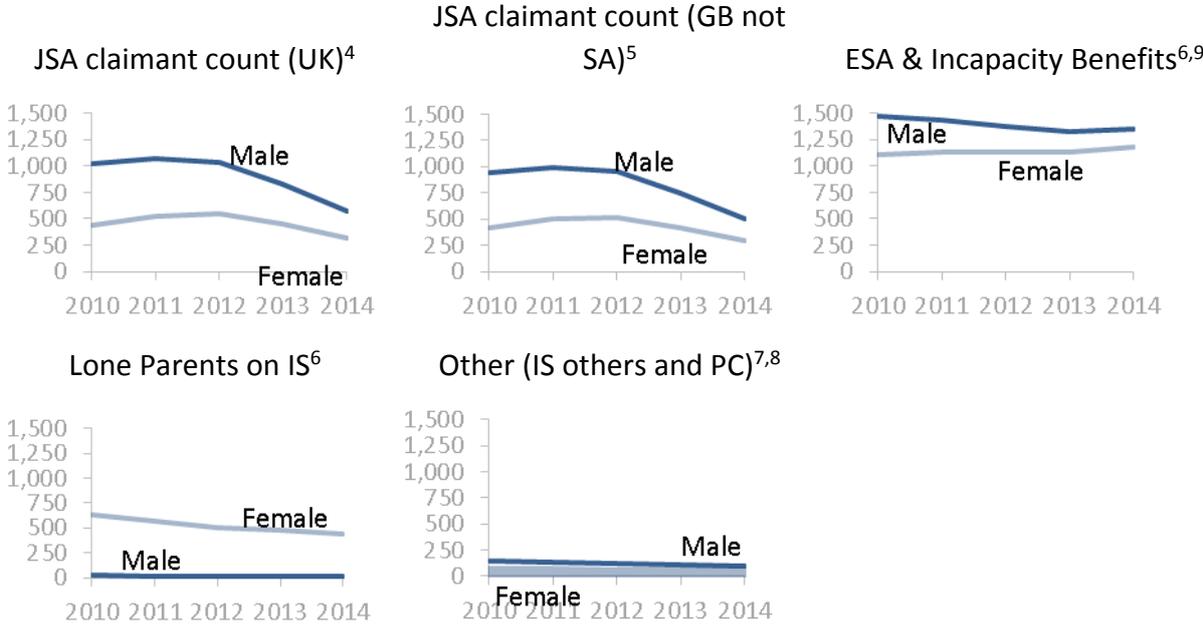


Figure 2.6: Lone Parents on IS by ethnicity group and year; white is plotted using the Right Hand vertical axis ^{1,2,6}



From November 2013 to November 2014 for JSA there were decreases across all ethnic groups. For Income Support, there were also decreases across all groups from November 2013 to November 2014. More detailed breakdowns by ethnicity are available on the supporting [datasheets](#).

Figure 2.7: Key out of work benefits by gender November 2010 to 2014 (in 1000's) ^{1,2,3}



There has been a decrease in the number of males and females claiming out of work benefits between November 2013 and November 2014 for JSA, Lone Parents on Income Support and 'Other benefits'. There was an increase in males and females for ESA and Incapacity Benefits.

Source: All graphs sourced from DWP Administrative Data and Jobseeker's Allowance (JSA) Claimant Count.

Notes:

1. This table includes the key out-of-work client group categories, with the exception of carers who are not subject to activation policies in the same way as other groups.
2. Graph is based on figures rounded to the nearest 10.
3. This graph presents just one Jobseeker's Allowance (JSA) series. The United Kingdom (UK) seasonally adjusted series is not broken down by age, but is available by gender. The JSA series presented covers Great Britain (GB) and is not seasonally adjusted. This second series is presented as it allows comparisons with the other key out of work benefits published by DWP which also cover GB and are not seasonally adjusted. This JSA series differs slightly from the JSA numbers presented elsewhere for this indicator as it excludes non-computerised clerical cases (approx 1 per cent of cases).

4. UK figures (seasonally adjusted) published by the ONS. This series is the most reliable and up-to-date source for claimant unemployment.
5. GB figures (not seasonally adjusted) published by the ONS. This series is the most reliable and up-to-date source for claimant unemployment.
6. GB figures (not seasonally adjusted). Published by DWP as part of the 100 per cent working age client group analysis. A consistent series for the UK as a whole is not readily available.
7. GB figures (not seasonally adjusted). Published by DWP as part of the 100 per cent working age client group analysis. A consistent series for the UK as a whole is not readily available. This group has been reasonably stable over time.
8. Excludes claimants in receipt of Income Support and Carers Allowance.
9. The "Incapacity Benefits group" includes Employment and Support Allowance (ESA). ESA replaced Incapacity Benefit and Income Support paid on the grounds of incapacity for new claims from 27 October 2008.
10. Caseload figures are rounded to the nearest ten. Some additional disclosure control has also been applied. Totals may not sum due to rounding.
11. STATE PENSION AGE: The age at which women reach state pension age is gradually increasing from 60 to 65 between April 2010 and April 2016 to November 2018. From December 2018, the state pension age for both men and women will start to increase to reach 66 in October 2020. This will introduce a small increase to the number of working age benefit recipients and a small reduction to the number of pension age recipients. Figures from May 2010 onwards reflect this change. For more information see <https://www.gov.uk/government/policies/reviewing-the-state-pension-age>

3. Proportion of children living in workless households

What does this tell us?

This indicator looks at the proportion of children living in workless households in the UK. A workless household is a household that includes at least one person aged 16 to 64 where no-one aged 16 or over is in employment.

This indicator reflects the Department's core aims around employment and preventing worklessness.

How will an improvement be shown?

Generally, an improvement would be demonstrated by a fall in the indicator. Such a change would imply a rise in the proportion of children living in a household with at least one working adult.

However other factors, for example changes in household types over time, may also influence estimates.

Links to other information that you may find useful

Further information can be found on the Office of National Statistics [website](#), available online.

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous years.

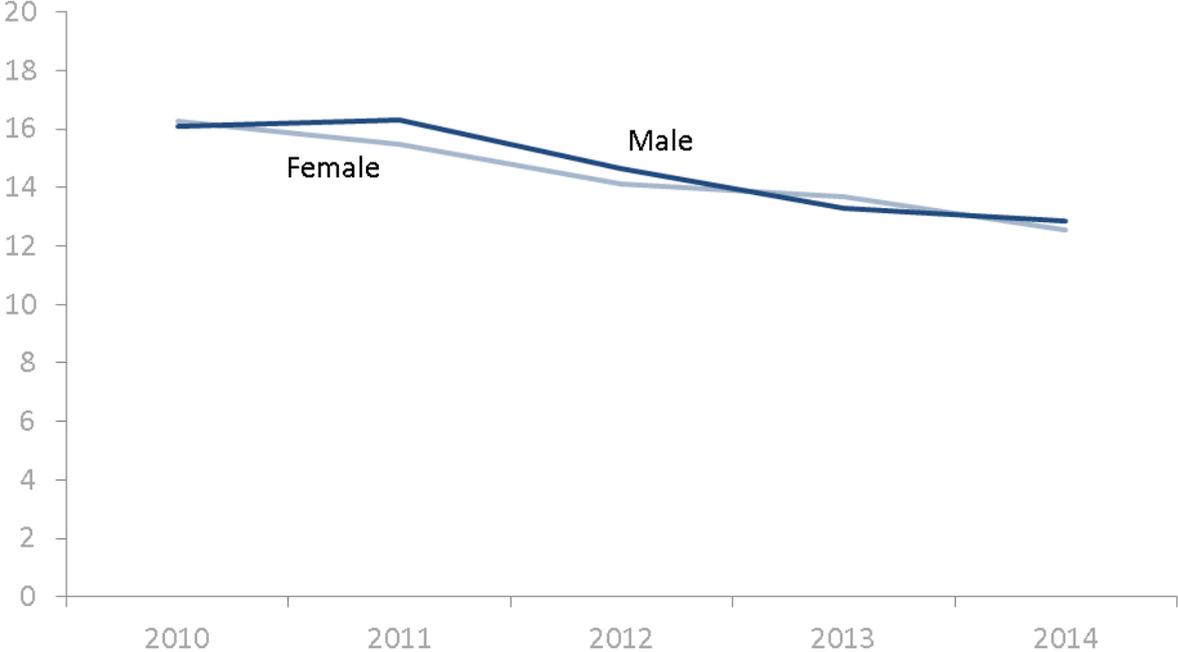
Figure 3.1: Percentage of children in workless households by age of child



Although the differences between consecutive age groups are generally not statistically significant, there is a general pattern of the indicator decreasing with age, such that the differences between the youngest and eldest age groups are statistically significant. For example, in 2014 the indicator for those aged 15 years is

significantly lower than for those aged 1 to 4 years. The main exception is for those aged under 1 year, where the indicator is significantly lower than for those aged 3 years.

Figure 3.2: Percentage of children in workless households by gender of child

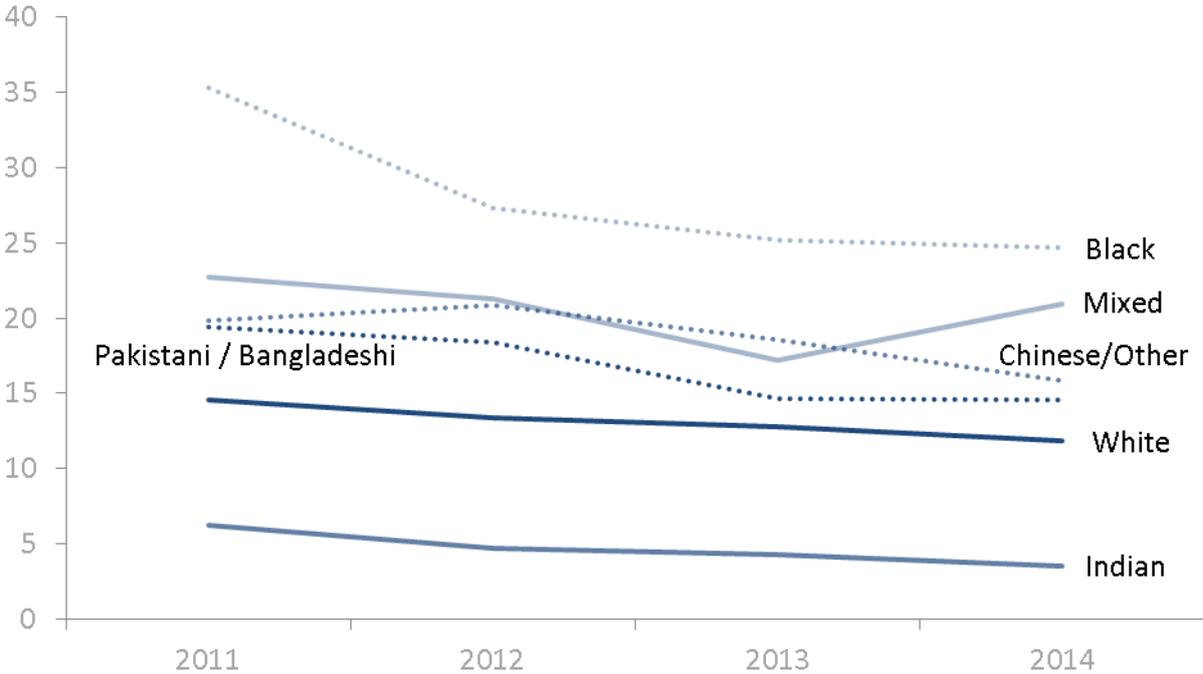


The central estimates shown in the chart suggest that the indicator has decreased since 2010 for each of the age groups shown. Although the decrease for all ages combined was statistically significant, the decrease was not statistically significant for all individual age groups, at least partly due to the smaller sample sizes involved in estimating these changes. There is no evidence of a change over time in the broad pattern of the indicator across different age groups.

There is no statistically significant difference between male and female children on this indicator.

For both male and female children, the indicator has fallen by a statistically significant amount since 2010.

Figure 3.3: Percentage of children in workless households by ethnic status of child⁴



The indicator was lowest for the Indian group, by a statistically significant margin. The next lowest was the White group, with a statistically significant gap to all other groups except the Pakistani / Bangladeshi group. The indicator was highest for the Black group (including Black, African, Caribbean and Black British), with a statistically significant gap to all other groups except Mixed / Multiple ethnic groups.

The central estimates shown in the chart suggest that the indicator has decreased since 2011 for all ethnic groups. However, the only changes that were statistically significant were the decreases experienced by the Black group (including Black, African, Caribbean and Black British) and the White group. Ethnicity questions in the Labour Force Survey were changed in 2011, in line with the 2011 Census. Hence, direct comparisons with earlier periods are not possible. There is no evidence of a change since 2011 in the broad pattern of the indicator across different ethnic groups.

Source: LFS household datasets

Notes:

1. 'Children' refers to children under 16.
2. Households including at least one person aged 16 to 64.
3. Estimates relate to the fourth quarter (October-December) each year.
4. Some ethnic groups have been combined in order to provide large enough sample sizes to produce reliable estimates. 'Black' includes people reporting their ethnic group as Black, African, Caribbean or Black British. 'Mixed' refers to people reporting mixed or multiple ethnicities. 'Other' refers to any ethnic minority group not specified elsewhere.

4. Proportion of young people not in full-time education who are not in employment

What does this tell us?

This indicator shows for 18-24 year olds not in full time education, what proportion are also not in employment. It is measured by dividing the number of 18-24 year olds who are not in employment or full-time education by the total number of 18-24 year olds who are not in full time education.

The indicator will measure the Department's success in improving the percentage of young people engaged in a positive activity such as employment, education or training. It recognises the importance of raising participation in education and improving labour market outcomes for young people not in full-time education.

How will an improvement be shown?

Generally, a decrease in the indicator will demonstrate an improvement in the labour market position of young people. However, economic conditions will also need to be taken into account.

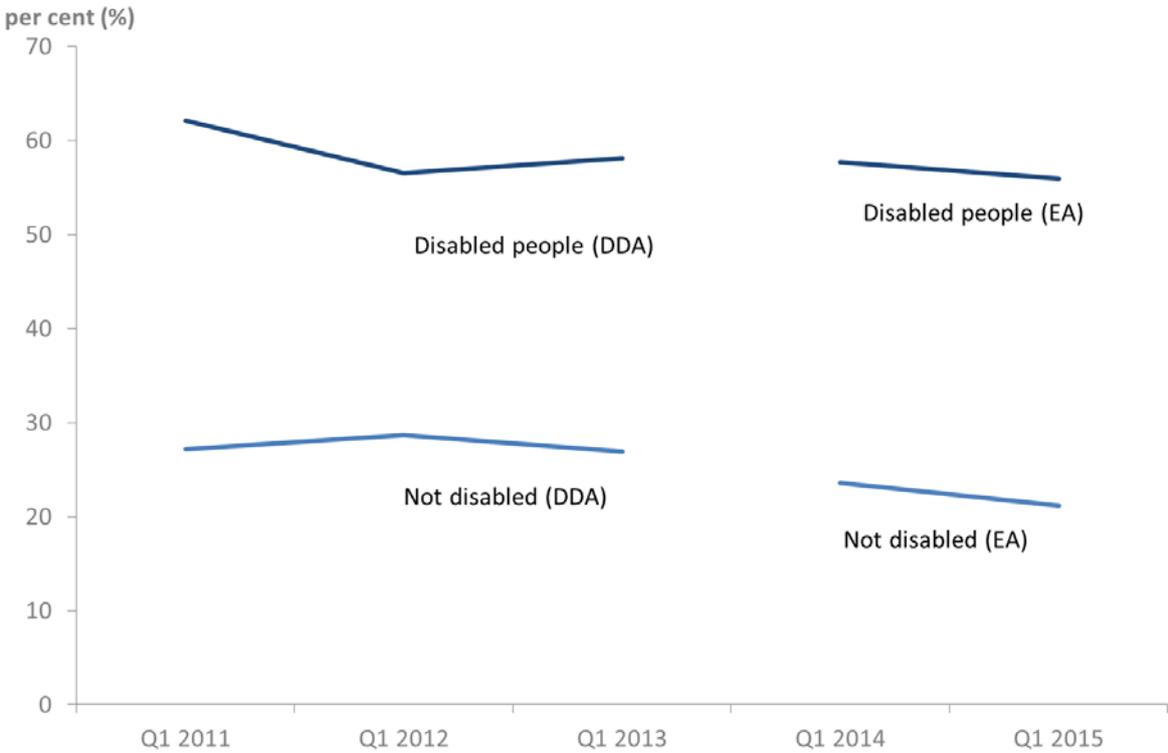
The tables on the [datasheets](#) also provide estimates from 2011 to the latest data, where data is available, for comparison purposes.

Annual estimates are provided for religion and ethnicity because sample sizes are too small for individual Labour Force Survey quarters. Estimates for ethnicity and religion are not available on a consistent basis prior to 2011, due to a change in the relevant Labour Force Survey question in line with the 2011 Census, and so are not available for the year to Q1 2011.

Breakdowns for this indicator are currently available by disability, ethnicity, religion and gender. Information on sexual orientation is only made available on a separate version of the data, the Integrated Household Survey, so it is not possible to provide estimates for this group.

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

Figure 4.1: Percentage of young people not in full-time education who are workless by disability, UK, Q1 2011 to Q1 2015¹



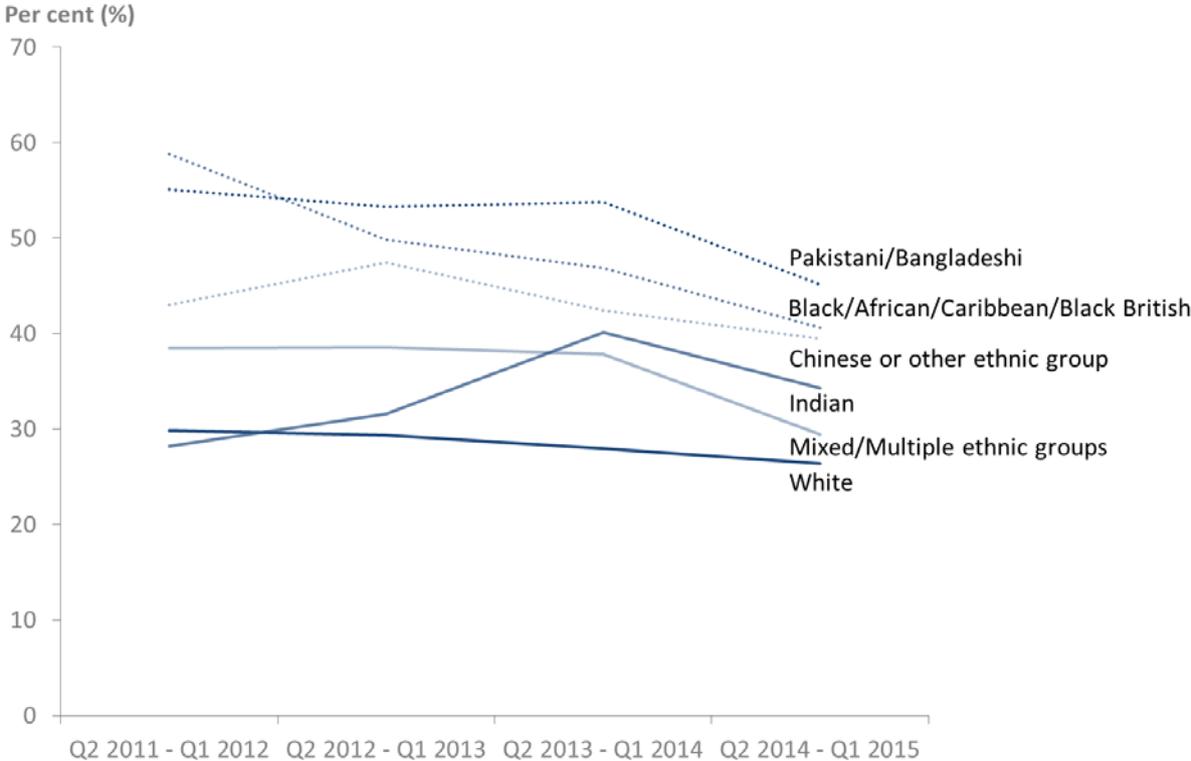
Source: Labour Force Survey

The proportion of young people not in full time education who are not in employment is higher for those with a disability compared to those without by a statistically significant amount.

The indicator has fallen since last year for those with a disability but not by a statistically significant amount.

Changes in Q2 2013 to the wording of the disability questions within the survey questionnaire, and a move to only reporting those who are disabled within the core definition of the Equality Act, have led to a step change in the levels of reported disability and their composition (e.g. proportion in employment). The move to only reporting those who are disabled within the core definition of the Equality Act and the change in the wording of the questions, is to bring the Labour Force Survey in line with the GSS harmonised definition for disability, which is being rolled out across all surveys. This has occurred as a result of the Equality Act 2010. Therefore, estimates of disability from the Labour Force Survey for 2013 onwards should not be compared directly with earlier years.

Figure 4.2: Percentage of young people not in full-time education who are workless by ethnicity, UK, Q2 2011-Q1 2012 to Q2 2014-Q1 2015²

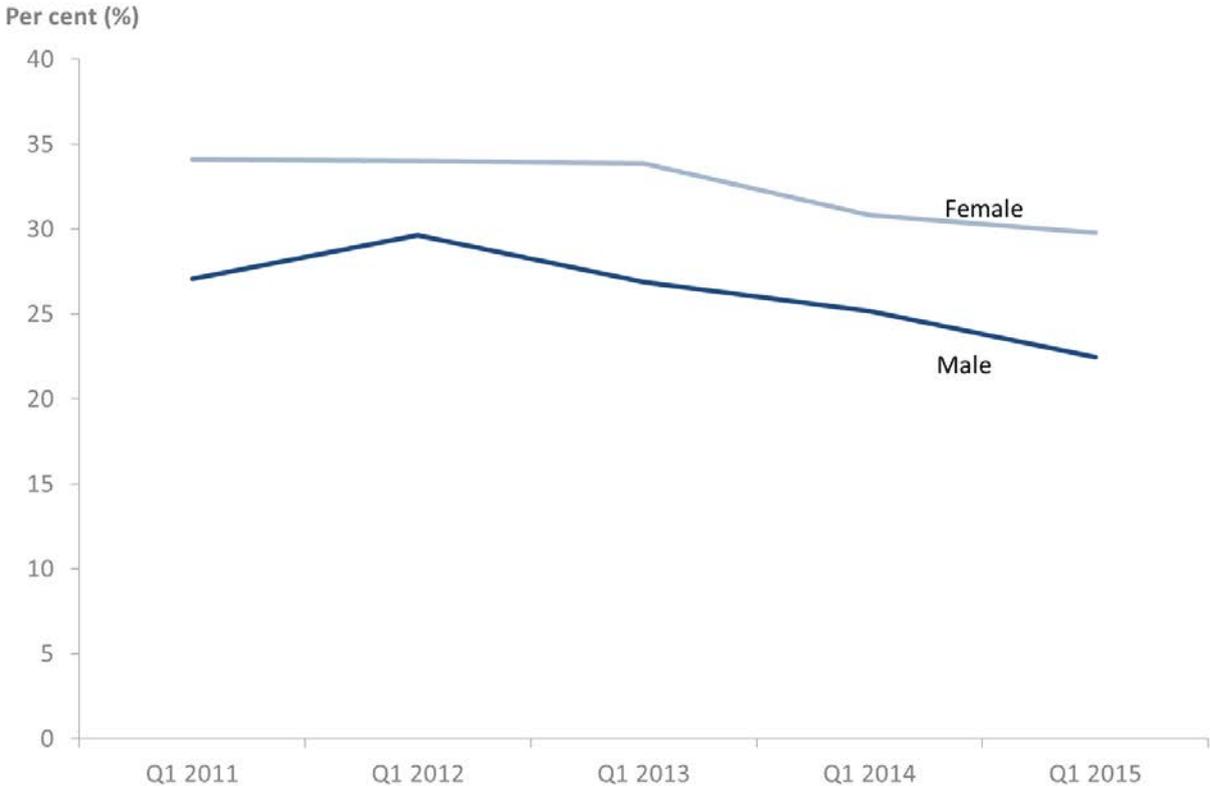


Source: Annual Population Survey

The indicator was lower for the 'White' group than any other group, and by a statistically significant margin for all groups other than the 'Mixed' group. The next lowest value of the indicator was for the 'Mixed' group which was lower than all other groups (except the 'White' group), and by a statistically significant amount than all groups other than the 'Indian' group.

Comparisons over time should be treated with caution due to small sample sizes. The central estimates suggest that the indicator has decreased since 2013/14 for all ethnic groups. The falls for the 'White' and 'Pakistani/Bangladeshi' groups were statistically significant.

Table 4.3: Percentage of young people not in full-time education who are workless by gender, UK, Q1 2011 to Q1 2015³

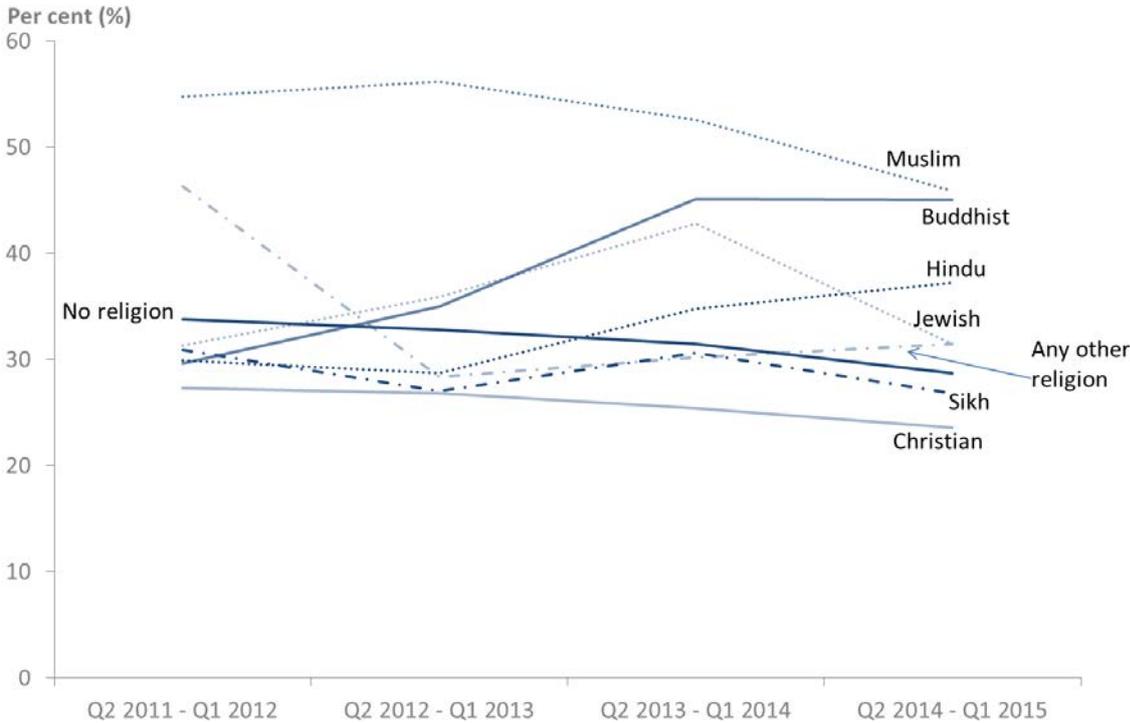


Source: Labour Force Survey

The indicator for male young people not in full-time education who are not in employment is lower than the female group and the difference between the two groups is statistically significant.

The female indicator is now lower in 2015 than it was in 2011 and 2014 but only the change since 2011 is statistically significant. The male indicator is also lower than it was in 2011 and 2014 and both of these changes are statistically significant.

Table 4.4: Proportion of young people not in full time education who are workless by religion, GB, Q2 2011-Q1 2012 to Q2 2014-Q2 2015²



Source: Annual Population Survey

Estimates broken down by religion are based on small sample sizes and should be treated with caution particularly the 'Jewish' and 'Buddhist' groups. The indicator was higher for the 'Muslim' group than any other group and higher by a statistically significant margin than the 'No religion', 'Christian', 'Sikh', and 'Any other religion' groups. The 'Christian' group was lower than any other group and lower by a statistically significant amount than all groups except the 'Jewish' and 'Sikh' groups.

The central estimates suggest that the indicator has decreased since last year for all religious groups except the 'Hindu' and 'Any other religion' groups and these falls were statistically significant for the 'No religion', 'Christian', and 'Muslim' groups.

Notes:

1. As with the overall measure of young people not in full time education who are workless, breakdowns by disability and gender use LFS data. However, unlike the overall measure, this data is not seasonally adjusted and only released quarterly. The small number of cases with unknown educational status are assumed to not be in full-time education - this differs from how they are treated in the overall measure, which is adjusted by ONS before publication. Therefore it is not fully comparable with the overall measure.
2. Unlike the overall measure, breakdowns by ethnic group and religion use Annual Population Survey (APS) data because sample sizes are too small for individual LFS quarters. Also, the data is not seasonally adjusted and only released quarterly. The small number of cases with unknown educational status are assumed to not be in full-time education - this differs from how they are treated in the overall measure, which is adjusted by ONS before publication. Therefore, it is not fully comparable with the overall measure.
3. This data is fully comparable with the overall measure using the ONS seasonally adjusted data.
4. The breakdown by religion is for GB rather than UK, because data on religion is not collected for those living in Northern Ireland.

5. Gap between the employment rates for disabled people and the overall population

What does this tell us?

This indicator is measured by comparing the seasonally unadjusted employment rate for disabled people with the unadjusted working-age employment rate for Great Britain. This uses the ONS Headline Rate definition of the employment rate which is for people aged between 16 and 64.

These data allow the Department to monitor progress towards employment equality for disabled people. It allows the public to assess how well the Department is performing against its aim of promoting high levels of employment by helping people move into work.

The indicator is based on data from the Labour Force Survey, which does not record whether or not respondents are pregnant or have undergone gender reassignment, so it is not possible to provide separate estimates for these groups. Information on sexual orientation is only made available on a separate version of the data, the Integrated Household Survey, so it is not possible to provide estimates for this group.

How will an improvement be shown?

Generally a decrease in the indicator will demonstrate that an improvement has been achieved. However, economic conditions will also need to be taken into account. For example, recent research indicates that employment prospects for disabled people are less sensitive to economic conditions than the overall population. This may mean that as the economy improves and overall rates increase, the gap between the disabled and the overall employment rates will increase, which would represent a negative outcome for this indicator.

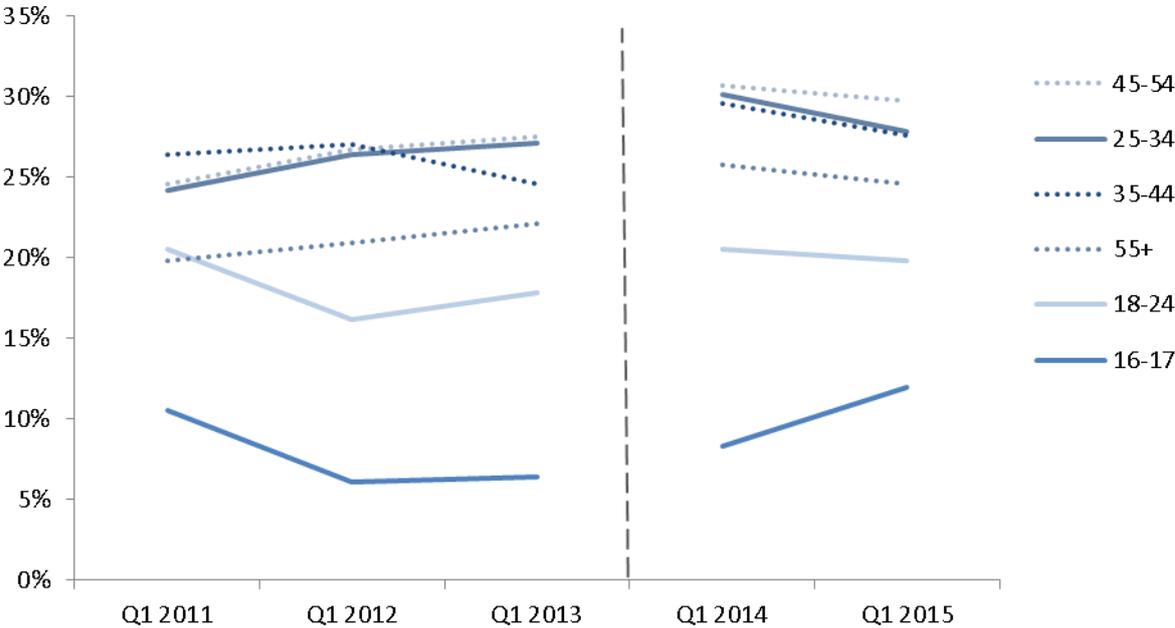
Links to other information that you may find useful

A full description of indicators towards disability equality by 2025 is available on the [Independent Living and Office for Disability Issues](#) website.

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports¹.

The overall employment gap for disabled people and the whole population is provided in chapter 13, which also provides employment gap information for other protected groups.

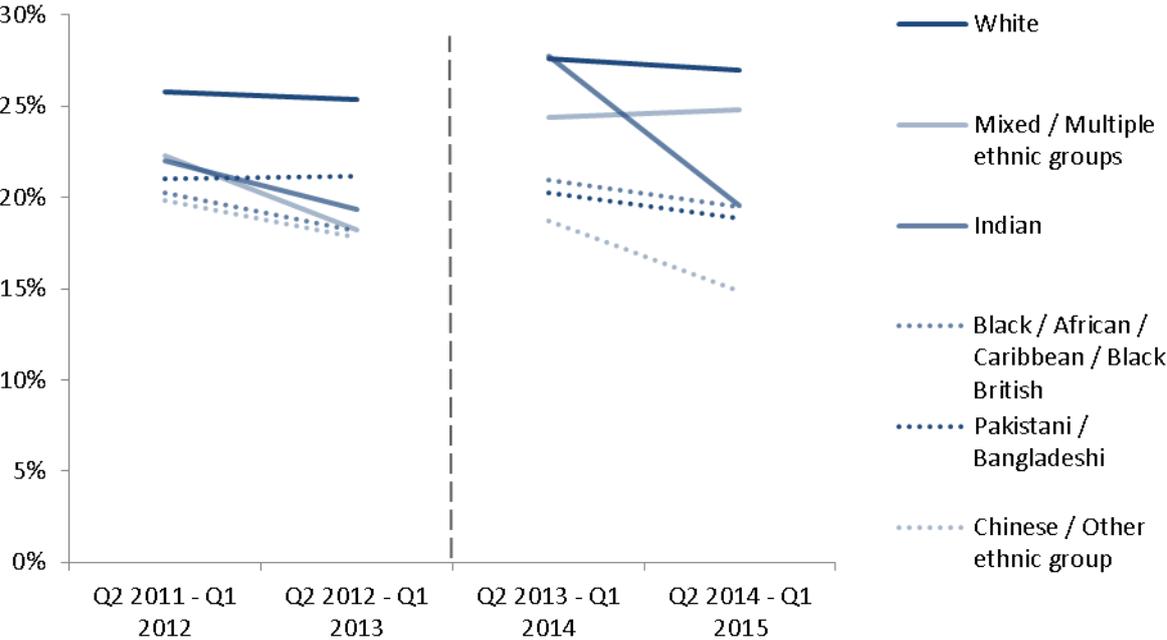
Figure 5.1: Gap between employment rates for disabled people and the overall population by age



Source: Labour Force Survey

There was a statistically significant difference in the employment rate gap between those aged under 25 and those aged over 25 for the latest period. .

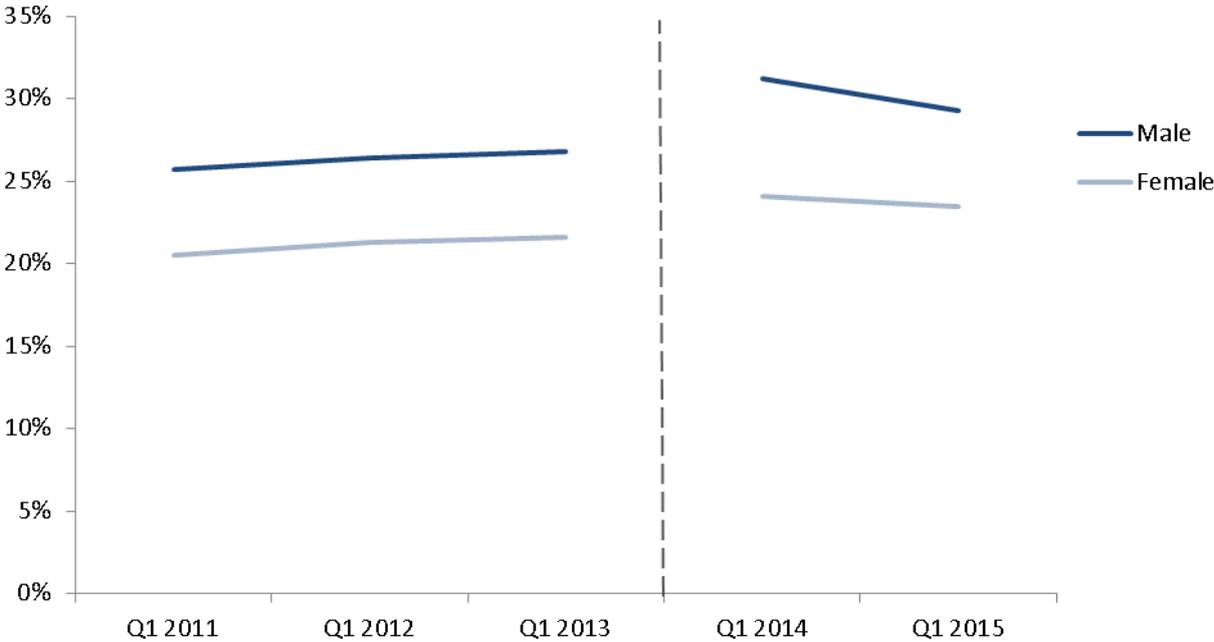
Figure 5.2: Gap between employment rates for disabled people and the overall population by ethnicity



Source: Annual Population Survey

There was a statistically significant difference in the employment rate gap between the White group and each of the remaining ethnic groups apart from Mixed / Multiple ethnic groups for the latest period.

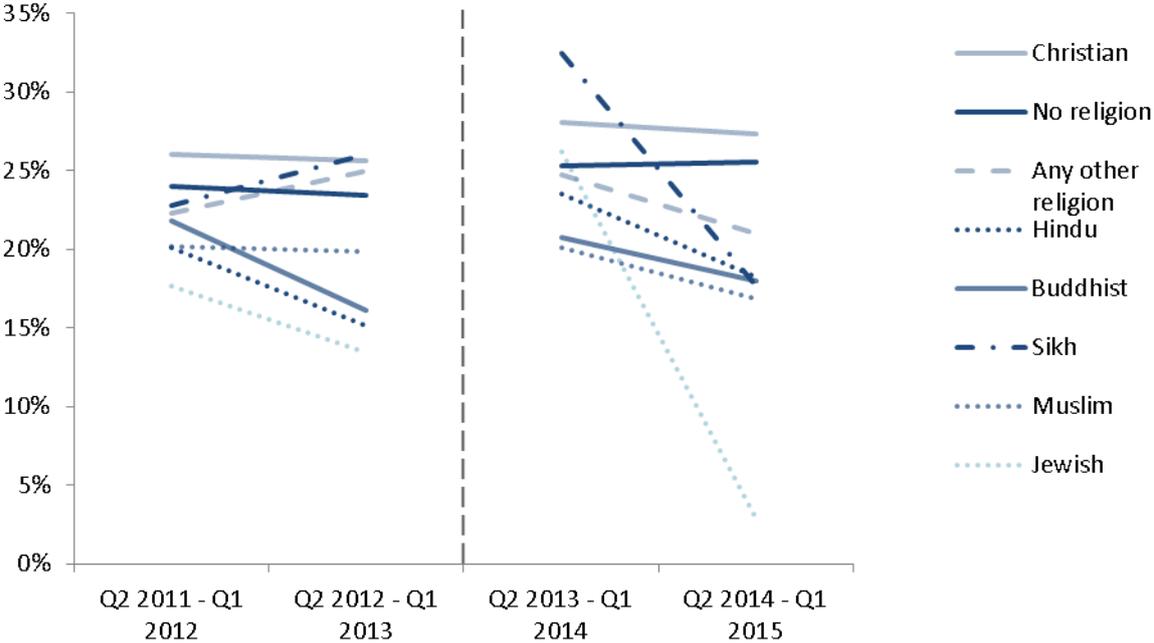
Figure 5.3: Gap between employment rates for disabled people and the overall population by gender



Source: Labour Force Survey

There was a statistically significant difference in the employment rate gap between males and females for the latest period.

Figure 5.4: Gap between employment rates for disabled people and the overall population by religion



Source: Annual Population Survey

There was a statistically significant difference in the employment rate gap between the Christians and each of the other religious groups for the latest period.

Notes:

1. Changes in Q2 2013 to the wording of the disability questions within the Labour Force Survey (LFS) questionnaire, and a move to only reporting those who are disabled within the core definition of the Equality Act, have led to a step change in the levels of reported disability and their composition (e.g. proportion in employment). The move to only reporting those who are disabled within the core definition of the Equality Act, and the change in the wording of the questions, is to bring the LFS in line with the GSS harmonised definition for disability, which is being rolled out across all surveys. This has occurred as a result of the Equality Act 2010. Therefore, estimates of disability from the LFS Survey for Q2 2013 onwards should not be compared directly with earlier years.
2. An example of this is research available at: http://www.iza.org/conference_files/EcCrRiUnEm2010/berthoud_r281.pdf
3. Data is rounded to the nearest percentage point
4. Data is subject to sampling variation and is not seasonally adjusted
5. Data covers GB only, not UK
6. Accuracy of estimates are affected by sample sizes
7. Ethnicity is self-reported. Religion or Belief is self-reported
8. Approximations have been used to enable significance test comparisons to be made. The comparison of statistical groups does not fully meet statistical rules of independence because whilst the groups being compared are statistically independent from each other, they are not independent from the overall population that the 'gap measure' is calculated from.

6. Average age people stop working^{1,2}

What does this tell us?

This indicator is measured using the 'average age of withdrawal from the labour market – static indicator'. High level figures that are not broken down for equality groups are published by ONS annually in the [Pension Trends](#) series.

This indicator measures the ages at which people withdraw from the labour market and become inactive; data are not seasonally adjusted. Due to the nature of the indicator, year on year changes tend to be small and are not typically statistically significant. The focus should not be on the short-term changes but on the long-term trend.

[Fuller working lives](#) is an important part of the response to demographic ageing and ensuring pensions sustainability. Monitoring changes in average age of withdrawal will provide an indication of how the Department's policies are encouraging longer working.

How will an improvement be shown?

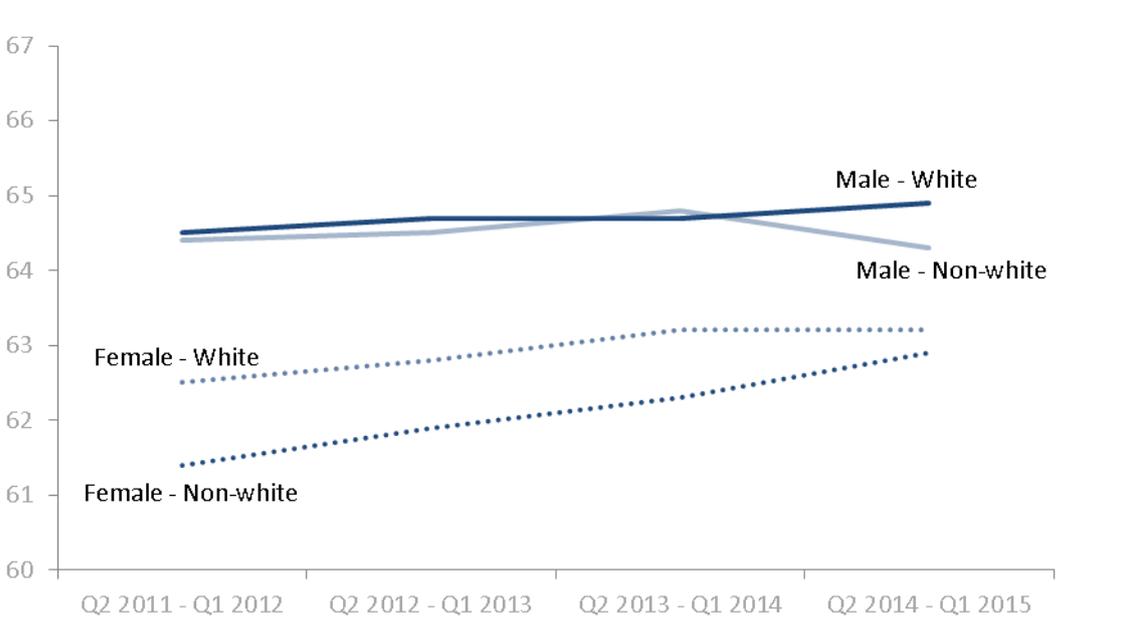
An increase in the age of withdrawal from the labour market would constitute a success. There may be a number of contributing factors including: changing attitudes around working longer among individuals and employers; private pension incentives; and the effect of state pension age changes.

Links to other information that you may find useful

Further information on the labour market and retirement is available in the [ONS report on Pension Trends](#), available online.

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

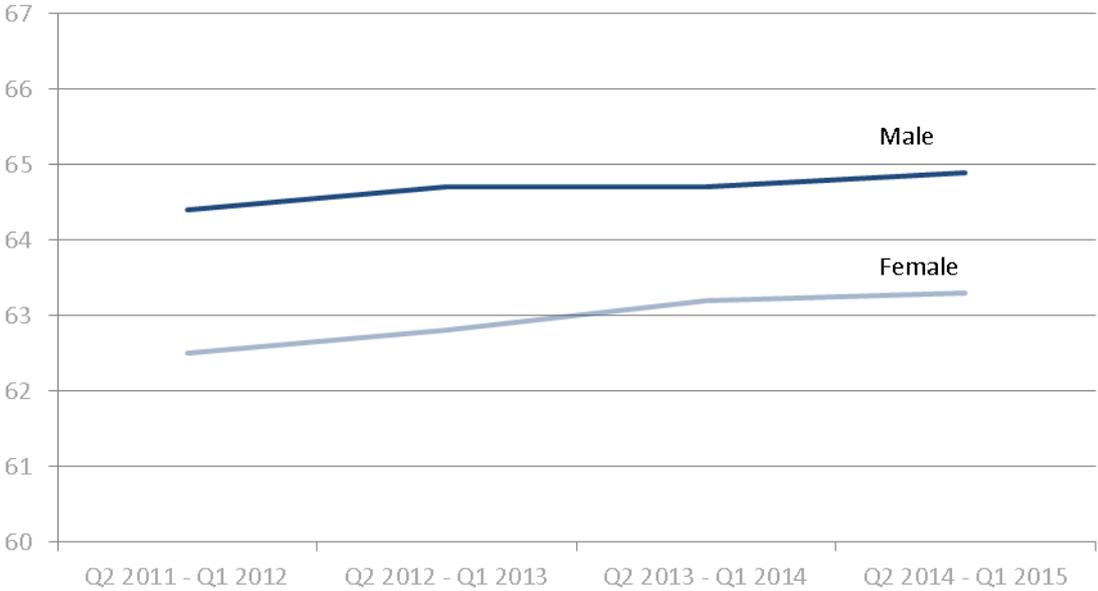
Table 6.1: Average age of withdrawal from the labour market by ethnicity and gender, United Kingdom (annual figures, April to March)^{3,4,5,6,7,9}



Comparisons over time are more robust for the White ethnic group because sample sizes are larger. Since the last year, there was no change for white women and a small but not statistically significant increase of 0.2 years for men. There has been a larger statistically significant increase of 0.7 years for white women since 2011.

The increase for women appears to be consistent with the increase in the top-level female figure. The sample size for non-white group is insufficient to detect small year-on-year changes.

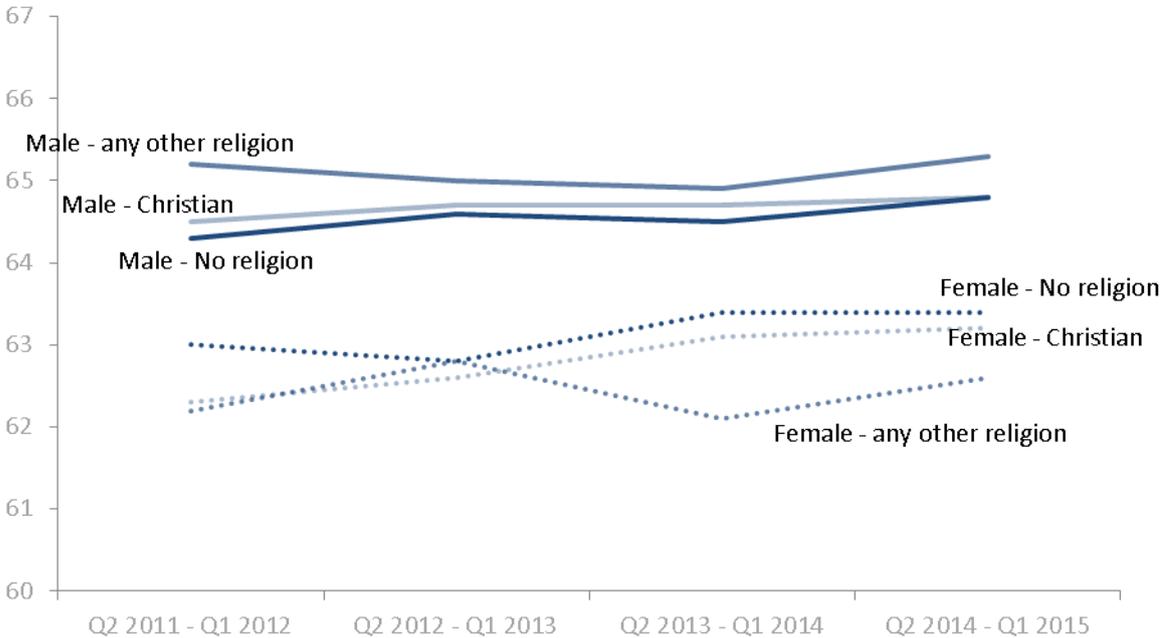
Table 6.2: Average age of withdrawal from the labour market by gender, United Kingdom (annual figures, April to March)^{3,4}



There has been a small increase of 0.1 years for women and 0.2 years for men since last year. Although the magnitude of the year-on-year change is considered to be small and not statistically significant¹⁰, there has been a larger statistically significant one of 0.5 years for men and 0.8 years for women since 2011.

This is consistent with evidence that the increase in Women’s State Pension age, which is increasing from 60 in 2010 to 65 in 2018, has led to more older women in the workforce and hence higher retirement ages. A recent publication by the Institute for Fiscal Studies¹¹ has studied this in more detail.

Table 6.3: Average age of withdrawal from the labour market by gender and religion or belief, Great Britain (annual figures, April to March)^{3,4,5,7,8,9}



Christian (the largest group) has shown a small increase of 0.1 for women and men since last year. Although the magnitude of the year-on-year change is considered to be small and not statistically significant, there has been a larger statistically significant one of 0.9 years for women since 2011, which appears to be consistent with the increase in the top-level female figure. The sample size for no religion and any other religion group are insufficient to detect small year-on-year changes.

All data sourced from: Annual Population Survey

Notes:

1. The 2011 Equality Information Report contained a breakdown for disabled people versus non-disabled people (Table 6.1). From the 2012 report onwards we have dropped this table. Our investigations into the data quality have identified that the methodology used does not support a breakdown by disability status as the prevalence of disability in the population increases with age, and an individual becoming disabled is associated with withdrawal from

the labour market, meaning that the calculation is biased. A more detailed note explaining the calculation of the “static” exit age indicator is available at: <http://www.ons.gov.uk/ons/rel/pensions/average-age-of-withdrawal-from-the-labour-market/2010/index.html>

2. The 2012 Equality Information Report contained more detailed breakdowns of ethnicity and religion. From the 2013 report onwards we have combined some of the smaller ethnic or religious groupings. The data have been found to be extremely sensitive to small sample sizes, and can become biased. Therefore, we publish breakdowns only if the un-weighted sample size from APS data is around 3,000 or greater. Combining some of the smaller ethnic or religious groupings results in more robust estimates, but this does mean that we are unable to detect what may be real differences in average exit age between some of the smaller groups
3. Data are rounded to the nearest 0.1 years
4. Data are subject to sampling variation and are not seasonally adjusted.
5. Breakdowns must have an un-weighted sample size of around 3,000 or more to be shown, as sampling variation is very high and a small sample can bias the results.
6. Accuracy of estimates may be affected by small sample sizes
7. Ethnicity is self-reported
8. Data cover Great Britain only
9. Religion or Belief is self-reported
10. Due to the complicated methodology involved for this indicator, statistical significance cannot be reliably estimated unless sample sizes are exceptionally high. An increase in the average age of withdrawal of more than around 0.5 years would demonstrate a significant change.
11. Incentives, shocks or signals: labour supply effects of increasing the female state pension age in the UK – Mar 2013
(<http://www.ifs.org.uk/wps/wp1303.pdf>)

Poverty and social mobility related impact indicators

7. Rate of disability poverty

What does this tell us?

The disability poverty indicator is measured as the percentage of individuals in families with one or more disabled member living in households with income below 60 per cent of equivalised contemporary median income, Before Housing Costs (BHC).

Breakdowns for this indicator are currently available by age, ethnicity and gender.

The low-income poverty rates changed little for families with a disabled member and families with no disabled member between 2012/13 and 2013/14.

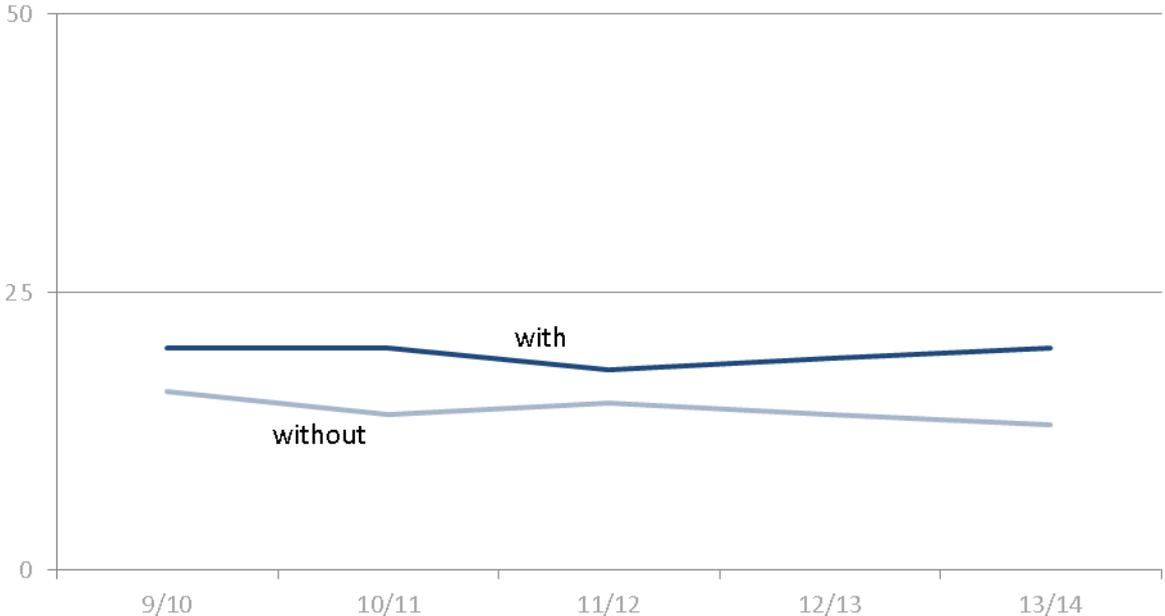
For small groups it is more reliable to assess changes over longer time periods than to draw conclusions from year on year change.

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

How will an improvement be shown

Generally a decrease in the indicator will demonstrate that an improvement has been achieved. However, as the measure is based on survey data with self-reported disability status, it should be acknowledged that over time individuals may have different interpretations of particular health conditions. In addition the disability question wording has changed over time. Both will limit the extent to which interpretation of change over time can be made.

Figure 7.1 Poverty rate for individuals with / without a disabled member in the family, 2009/10 to 2013/14, United Kingdom (relative low income, Before Housing Costs) ^{1, 2, 3, 4, 7}

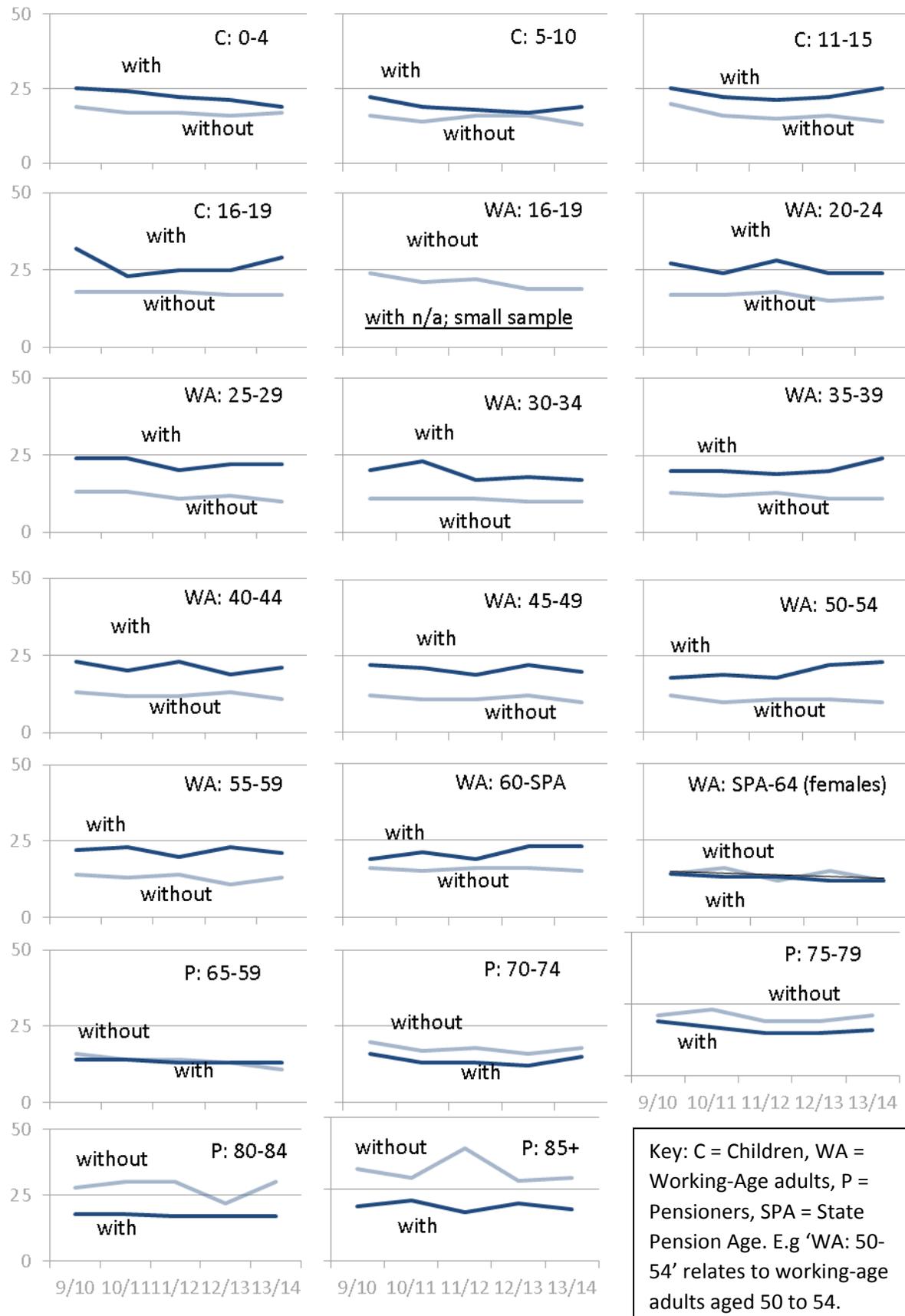


Between 2012/13 and 2013/14 the overall numbers living in households reporting disability fell by 0.3 m while those not reporting disability rose by 0.4m.

In 2013/14, a higher proportion of individuals with at least one disabled member were living in relative poverty Before Housing Costs, compared to individuals living with no disabled members.

The latest figure for 2013/14 is 20%. This is 1 percentage point higher than the previous year but is not a statistically significant change. On unrounded figures the change was less than 0.5 percentage points hence the trend is referred to as unchanged. Over the same period, the percentage of individuals living in relative low income in families where no member is disabled reduced by one percentage point to 13 per cent.

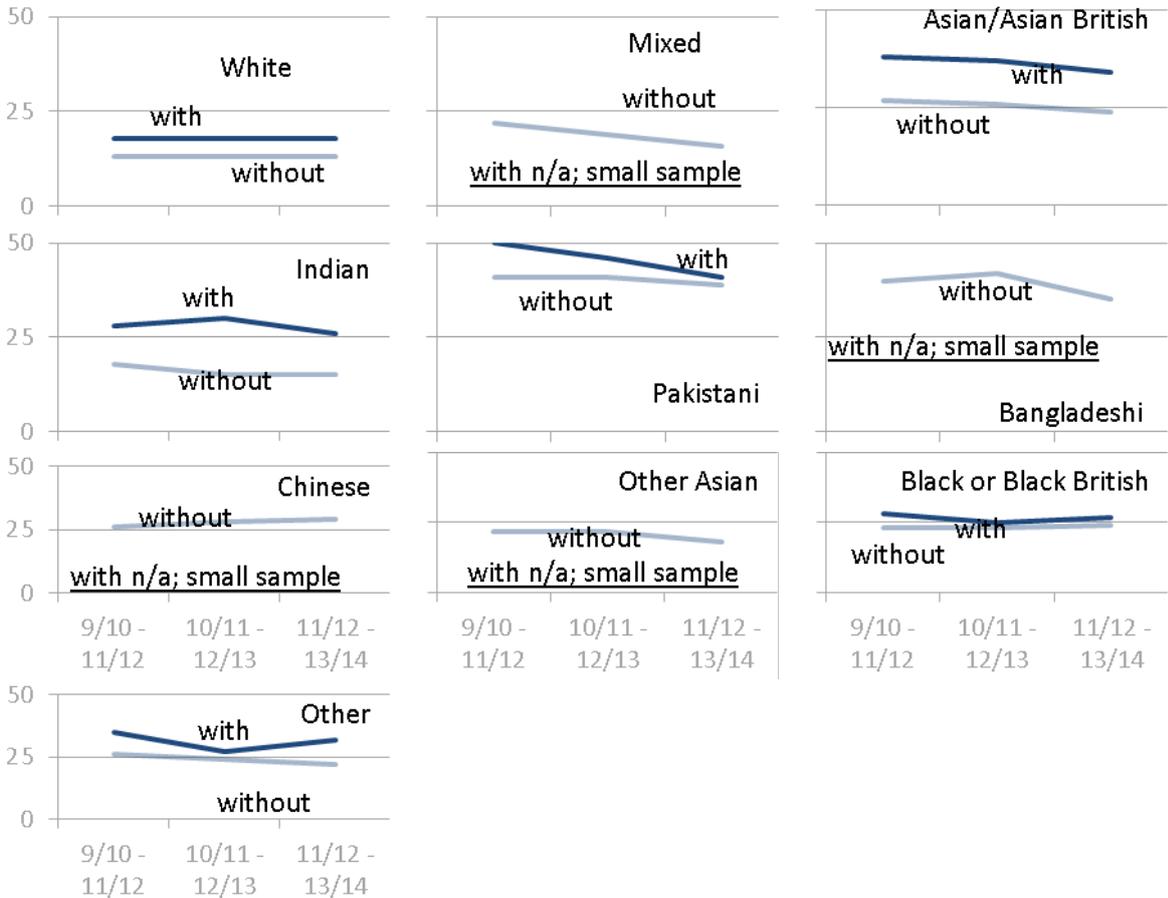
Figure 7.2 Poverty rate for individuals by age with / without a disabled member in the family, 2009/10 - 2013/14, United Kingdom (relative low income, BHC) ¹⁻⁷



Between 2012/13 and 2013/14 the overall disability poverty rates for working age and pensioner groups saw no change. Among children there was an overall increase, but this was not statistically significant. There were small movements in the poverty rate across most age groups within each category².

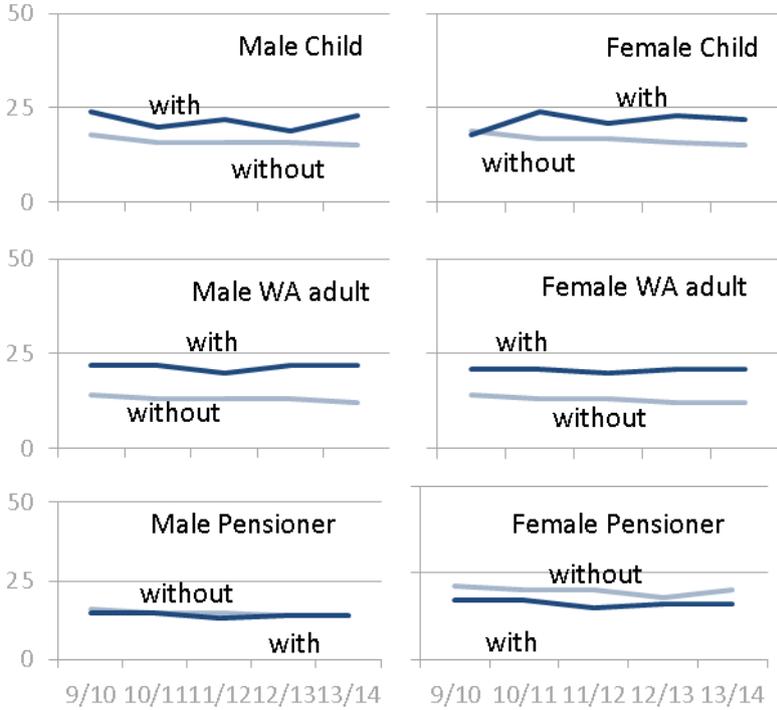
With the exception of pensioners, those living in families with a disabled member had a higher poverty rate than those in families without a disabled member in 2013/14.

Figure 7.3: Poverty rate for individuals by ethnic group of head of household and with/without a disabled member in the family, 2009/10-2011/12 to 2011/12-2013/14, United Kingdom (relative low income, Before Housing Costs) ^{1,2,3,4,5,7,8}



The poverty rate in 2011/12 - 2013/14 was higher for individuals living in households with a disabled person, compared with those without, for all ethnic minorities where sample sizes were sufficiently large to provide a breakdown. Comparisons from 2009/10 - 2011/12 to 2011/12 - 2013/14 by ethnic group show that the poverty rate for those in families with a disabled member either remained level or showed a modest change over time.

Figure 7.4: Poverty rate for individuals by gender and with / without a disabled member in the family, 2009/10 to 2013/14, United Kingdom (relative low income, Before Housing Costs) ^{1, 2, 3, 4, 6, 7, 9}



Female pensioners are at higher risk of low income than males and this difference holds regardless of whether or not there is a member of the family with a disability.

There are marginal gender differences for children and working age adults but no significance tests have been done for these differences.

Notes:

1. In order to allow comparisons of living standards between different household types, income is adjusted to take into account variations in the size and composition of the household in a process known as equivalisation. This adjustment reflects the notion that a household of several people requires a higher income than a single person in order for both households to have an equivalent standard of living.
2. This indicator is measured using Household Below Average Income statistics sourced from the Family Resources Survey. The indicator measures the percentage of individuals in families containing someone who is disabled with incomes below 60 per cent of contemporary equivalised median income, Before Housing Costs. Data are annual with approximately a 12-month time lag after the end of the survey period.
3. All estimates are based on survey data and are therefore subject to uncertainty. Some changes between years will be small in relation to

sampling variation and other sources of error and may not be statistically significant. This is relevant for particular sub-groups, as these will have smaller sample sizes than the overall survey sample size. For these sub-groups it is important to look at long-term trends. Statistical significance is not provided for these particular breakdowns.

4. Proportions of individuals in low-income households have been rounded to the nearest percentage point.
5. Pensioners are defined as all those adults above State Pension age. The SPa is 65 for men born before 6th December 1953. For women born on or before 5th April 1950, SPa is 60. From 6th April 2010, the SPa for women born on or after 6th April 1950 will increase gradually between April 2010 and November 2018. Other changes are planned or have been announced from December 2018 when the State Pension age for both men and women will start to increase to reach 66 in October 2020. Further increases to bring the SPa to 67 are proposed to be phased in between 2026 and 2028. These changes are published at: <https://www.gov.uk/changes-state-pension>. For 2013/14 data, women are over SPa based on date of birth and date of the survey interview. For further guidance on calculating State Pension eligibility age, see: <https://www.gov.uk/calculate-state-pension>
6. In 2012/13, in order to fully comply with the Equality Act definition, the Family Resources Survey (FRS) adopted the new suite of harmonised questions on disability. Disabled people are identified as those who report any physical or mental health condition(s) or illness(es) that last or are expected to last 12 months or more, and which limit their ability to carry out day-to-day activities **a little, or a lot**.
7. Statistics reported are on a three year average basis, due to the small sample sizes related to breakdown by ethnicity.
8. Households Below Average Income (HBAI) statistics assume that both partners in a couple benefit equally from the household's income, and will therefore appear at the same position in the income distribution. Research has suggested that, particularly in low income households, the assumption with regard to income sharing is not always valid as men sometimes benefit at the expense of women from shared household income. This means that it is possible that HBAI results broken down by gender could understate differences between the two groups.

8. Rate of pensioner poverty

What does this tell us?

The pensioner poverty indicator is measured as the rate of relative low income amongst the pensioner population. It is the percentage of pensioners in households with incomes below 60 per cent of equivalised contemporary median income, After Housing Costs.

Breakdowns for this indicator are currently available by age, disability, ethnicity and gender.

The headline rate of pensioner poverty increased slightly between 2012/13 and 2013/14 but the change was not statistically significant.

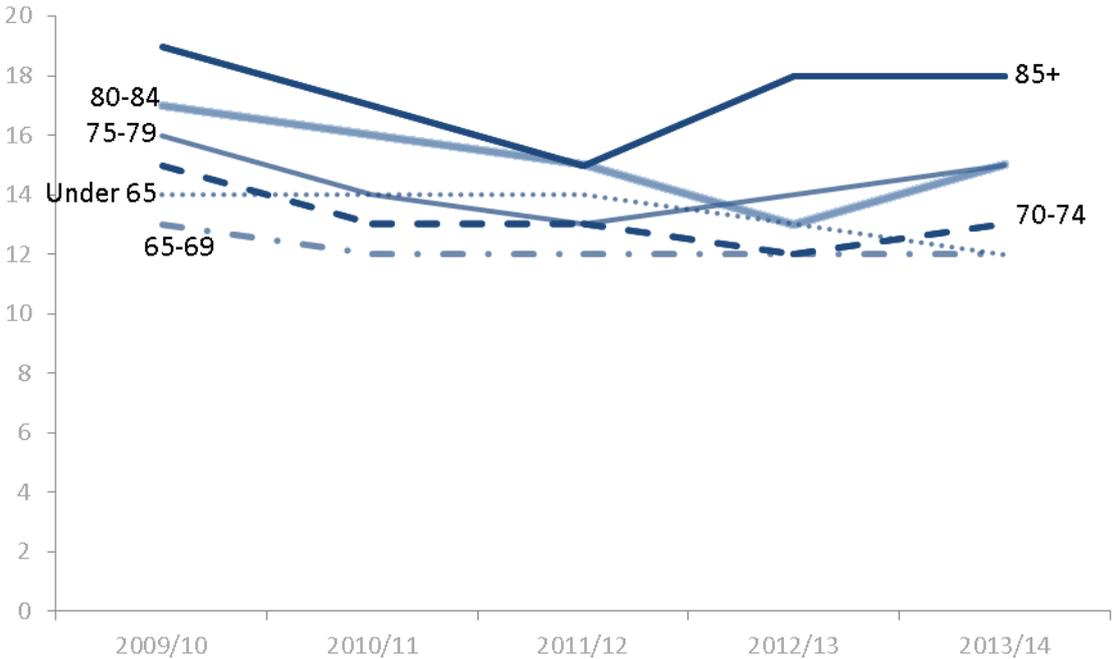
Especially for small groups it is more reliable to assess changes over longer time periods than to draw conclusions from year on year change.

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

How will an improvement be shown?

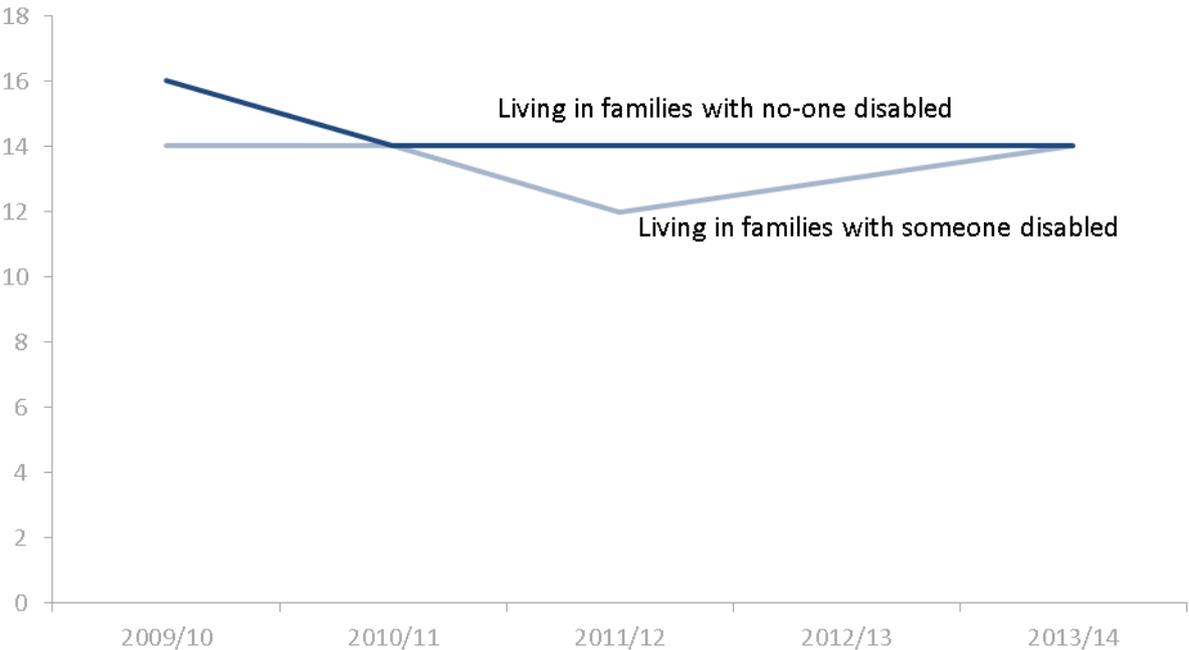
Generally, a decrease in this indicator will demonstrate that an improvement has been achieved. However, external factors such as wider economic conditions which may affect pensioner families in a different way to working-age adults and their families may also need to be taken into account.

Figure 8.1: Poverty rate for pensioners by age, UK, 2013/14 (relative low income, After Housing Costs) ^{1,2,3,4,8,9,10}



The oldest pensioner group had the highest poverty rate in 2013/14, while the rate was slightly lower for younger age groups. This relative pattern broadly holds for earlier years. Between 2012/13 and 2013/14 there were small movements in the poverty rates for different age groups. While the overall poverty rate increased slightly, it was not a statistically significant change⁹.

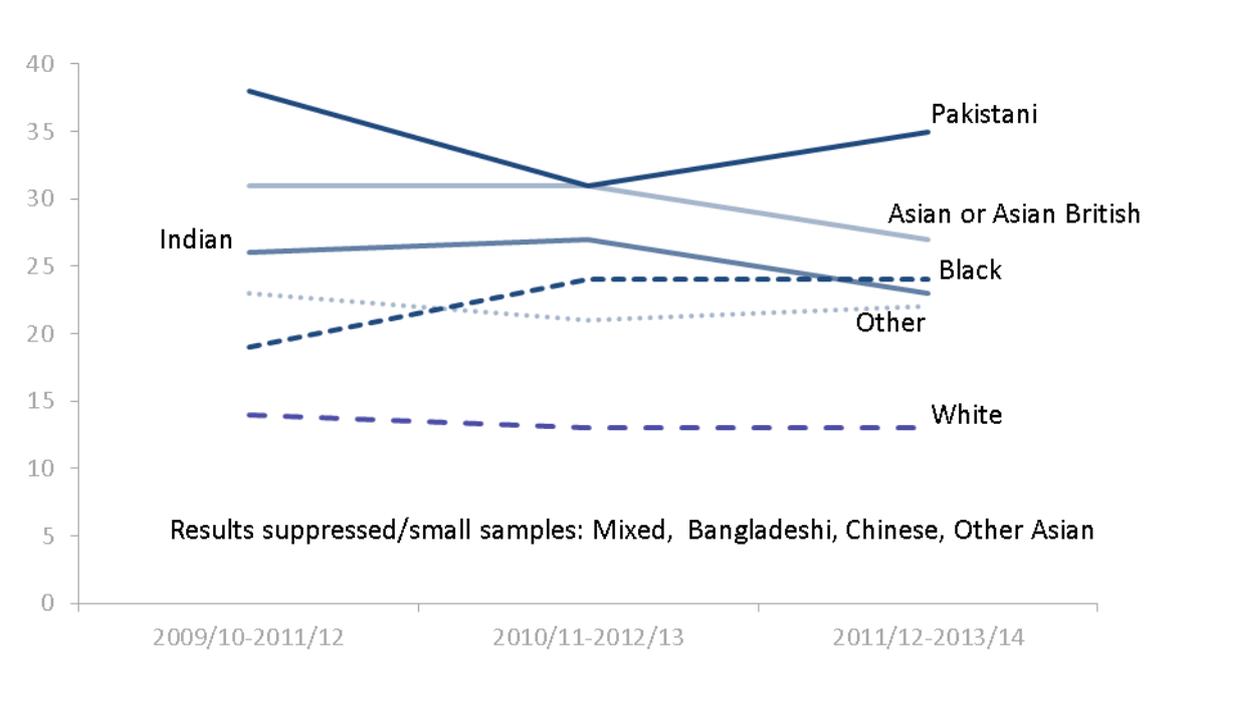
Figure 8.2: Poverty rate for pensioners by disability, UK, 2013/14 (relative low income, After Housing Costs) ^{1,2,3,4,5,6,8,9}



In 2013/14 pensioners living in families with one or more disabled member had a similar poverty rate compared to pensioners living in families with no disabled member.

Between 2012/13 and 2013/14, the rate of pensioner poverty remained flat for those in families where no-one was disabled and rose by 1 percentage point for families where someone was disabled. However this change was not statistically significant.

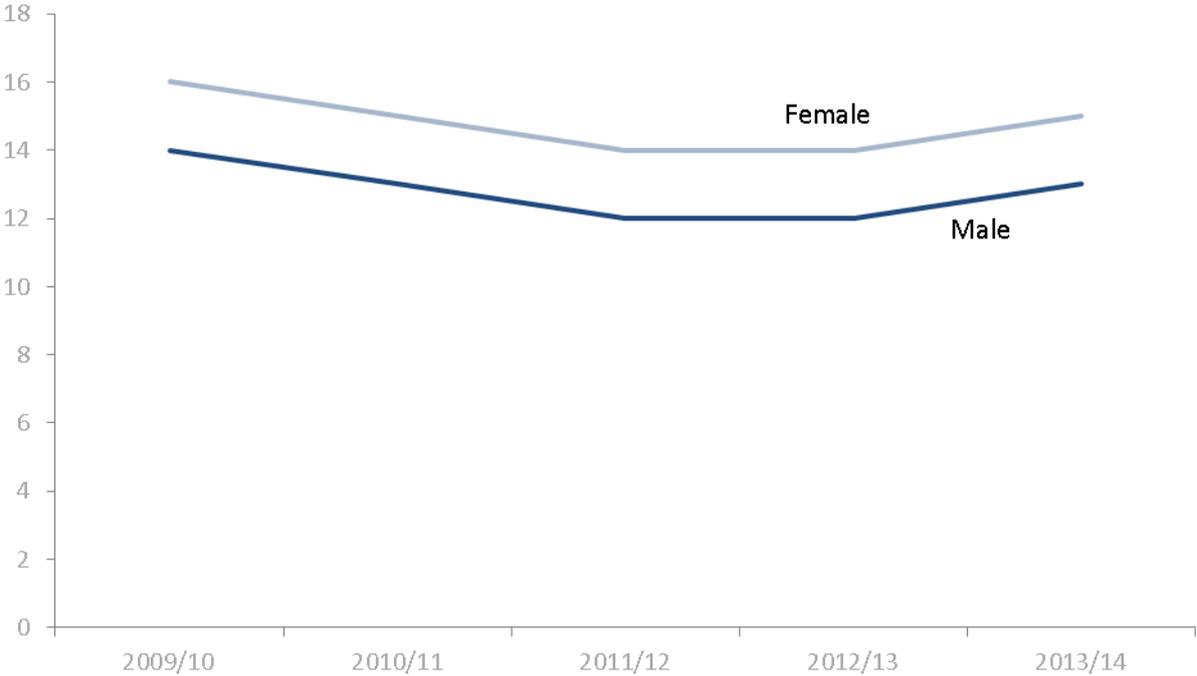
Figure 8.3: Poverty rate for pensioners by ethnic group of head of household, UK, 2011/12-2013/14 (relative low income, After Housing Costs) ^{1,2,3,4,7,8,9}



The poverty rate in the three years combined 2011/12-2013/14 was higher for pensioners living in households headed by someone from an ethnic minority.

Comparisons between the 2010/11 to 2012/13 figures and the 2011/12 to 2013/14 figures show that the poverty rate remained level for the 'White' and the 'Black or Black British' ethnic groups, but fell 4 percentage points to 27% for the 'Asian or Asian British' group.⁹

Figure 8.4: Poverty rate for pensioners by gender, UK, 2013/14 (relative low income, After Housing Costs) ^{1,2,3,4,8,9,10}



The poverty rate in 2013/14 was lower for male pensioners than for female pensioners. Between 2012/13 and 2013/14 the poverty rates rose by 1 percentage point for both males and females to 13 and 15 per cent respectively⁹.

All data sourced from: Households Below Average Income 2013/14.

Notes:

1. This indicator is measured using Households Below Average Income statistics sourced from the Family Resources Survey. The indicator measures the percentage of pensioners with incomes below 60 per cent of contemporary equivalised median income, After Housing Costs. Data are annual with approximately a 12 month time lag after the end of the survey period.
2. All estimates are based on survey data and are therefore subject to uncertainty. Small differences should be treated with caution as these will be affected by sampling error and variability in non-response. Estimates showing ethnic breakdowns are presented as three-year averages because of small sample sizes. However, the figures must still be treated with some caution, as the sample sizes are still small for certain ethnic minority groups.
3. Proportions of individuals in low-income households have been rounded to the nearest percentage point.
4. Pensioners are defined as all those adults above State Pension age. The SPa is 65 for men born before 6th December 1953. For women born on or before 5th April 1950, SPa is 60. From 6th April 2010, the SPa for women born on or after 6th April 1950 will increase gradually between April 2010 and November 2018. Other changes are planned or have been announced from December 2018 when the State Pension age for both men and women will start to

increase to reach 66 in October 2020. Further increases to bring the SPa to 67 are proposed to be phased in between 2026 and 2028. These changes are published at: <https://www.gov.uk/changes-state-pension>. For 2012/13 data, women are over SPa based on date of birth and date of the survey interview. For further guidance on calculating State Pension eligibility age, see: <https://www.gov.uk/calculate-state-pension>

5. In 2012/13, in order to fully comply with the Equality Act definition, the Family Resources Survey (FRS) adopted the new suite of harmonised questions on disability. Disabled people are identified as those who report any physical or mental health condition(s) or illness(es) that last or are expected to last 12 months or more, and which limit their ability to carry out day-to-day activities **a little, or a lot**.
6. No adjustment is made to disposable household income to take into account any additional costs that may be incurred due to the illness or disability in question, and disability benefits have been included in the equivalised household income used. This means that the position in the income distribution of these groups, as shown here, may be somewhat upwardly biased. Results based on incomes excluding disability benefits are available in the 2013/14 [Households Below Average Income](#) publication.
7. Results for Mixed, Bangladeshi, Chinese and Other Asian are suppressed due to small sample sizes. 'Other' does not include these ethnic groups.
8. Results cover the financial year 2013/14, i.e. April 2013 to March 2014.
9. Some changes between years will be small in relation to sampling variation and other sources of error and may not be statistically significant. This is relevant for particular sub-groups, as these will have smaller sample sizes than the overall survey sample size. For these sub-groups it is important to look at long-term trends. Statistical significance is not provided for these particular breakdowns.
10. Households Below Average Income (HBAI) statistics assume that both partners in a couple benefit equally from the household's income, and will therefore appear at the same position in the income distribution. Research has suggested that, particularly in low income households, the assumption with regard to income sharing is not always valid as men sometimes benefit at the expense of women from shared household income. This means that it is possible that HBAI results broken down by gender could understate differences between the two groups.

9. Proportion of the lowest earning 25 to 30 year olds that experience wage progression ten years later

What does this tell us?

This indicator measures the percentage of people aged 25-30 who started out in the bottom quintile and that have moved up the earnings distribution by twenty or more percentiles in a ten-year period.

The Social Mobility Strategy committed DWP to developing an indicator of wage progression, whilst acknowledging that other indicators of labour market success will also form part of a wider suite of indicators of social mobility in adulthood.

The Annual Survey of Hours and Earnings (ASHE) is based on a 1% sample of employee jobs taken from HM Revenue and Customs PAYE records. Information on earnings and hours is obtained from employers and treated confidentially.

How will an improvement be shown?

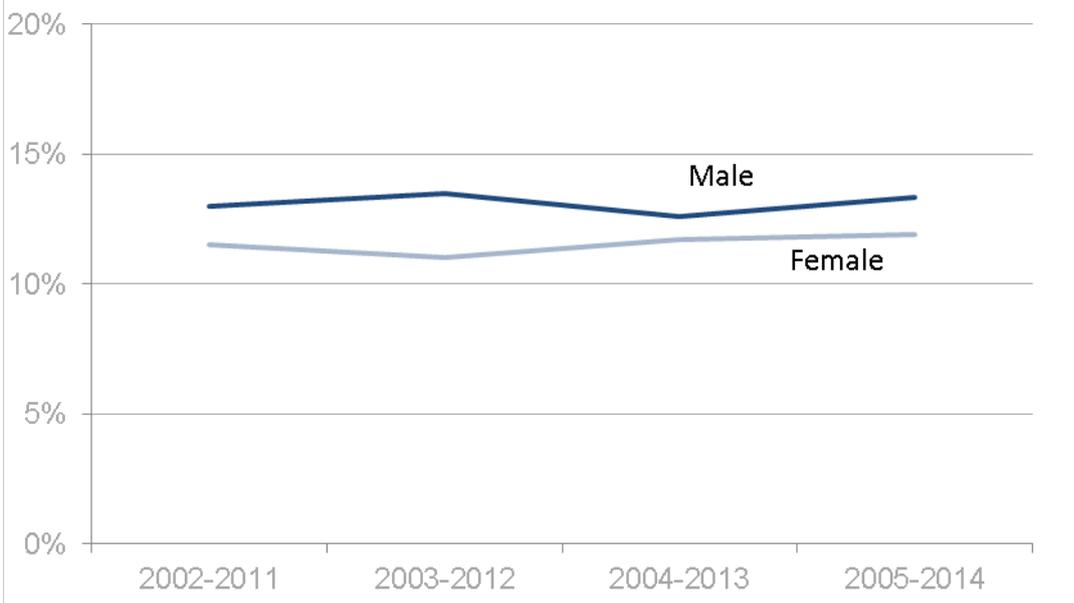
An increase in the percentage of the group that progressed in the labour market will demonstrate an improvement in the indicator. However, the percentage with no data available in 2014 needs to be taken into account⁶.

Links to other information that you may find useful

Further information on this indicator is available [online](#). Additional indicators of social mobility in adulthood are available on the [Cabinet Office website](#).

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

Figure 9.1: Proportion of people aged 25-30 that experienced wage progression from the bottom earnings quintile, by gender, Great Britain, 2005-2014 ^{2, 3, 4, 5}



There was no statistically significant change in the proportion of either men or women who experienced wage progression compared to data from 2011, 2012 or 2013. For the 2014 data, the difference between the proportion of males and women who experienced wage progression is not statistically significant.

Source: DWP analysis of the Office for National Statistics Annual Survey of Hours and Earnings (ASHE)

Notes:

1. This indicator is measured using ASHE. The earnings variable of interest is gross hourly earnings excluding overtime where earnings are not affected by absence. For individuals with more than one job (about 2% of employees in the sample) only their 'main job' is included in the analysis; as defined by the job.
2. ASHE does not contain information on disability; gender reassignment; pregnancy or maternity; race; religion or belief; sexual orientation; marriage/civil partnership
3. This indicator uses unweighted data as the weighting variables within the dataset are intended for cross-sectional rather than longitudinal analysis, consistent with other longitudinal ASHE outputs within DWP. This may bias estimates as data are not necessarily representative of the employee population (calibrated to the Labour Force Survey) or adjusted for differences in response rates across firms
4. Progression is defined, for the latest data, by a move up the earnings distribution by 20 or more percentiles between 2005 and 2014.
5. 2014 estimates are provisional ASHE data and may be subject to revision.
6. The Annual Survey of Hours and Earnings (ASHE) is based on a 1% sample of employee jobs taken from HM Revenue and Customs PAYE records. Information on earnings and hours is obtained from employers and treated confidentially. ASHE does not cover the self-employed nor does it cover employees not paid during the reference period.

Pensions-related impact indicators

10. Number of employees in a pension scheme sponsored by their employer

NB: UPDATED WITH 2014 DATA ON 16 JULY 2015

What does this tell us?

This indicator measures the number of employees (including those affected by absence) who are aged at least 22 years of age and under state pension age, earning above the earnings threshold for automatic enrolment, and who are participating in a pension scheme sponsored by their employer. The indicator excludes the self-employed and it should be noted that an individual may have more than one job.

Breakdowns for this indicator are currently available by age and gender. Supporting datasheets for this chapter are also available online and provide comparable figures from the previous reports.

How will an improvement be shown?

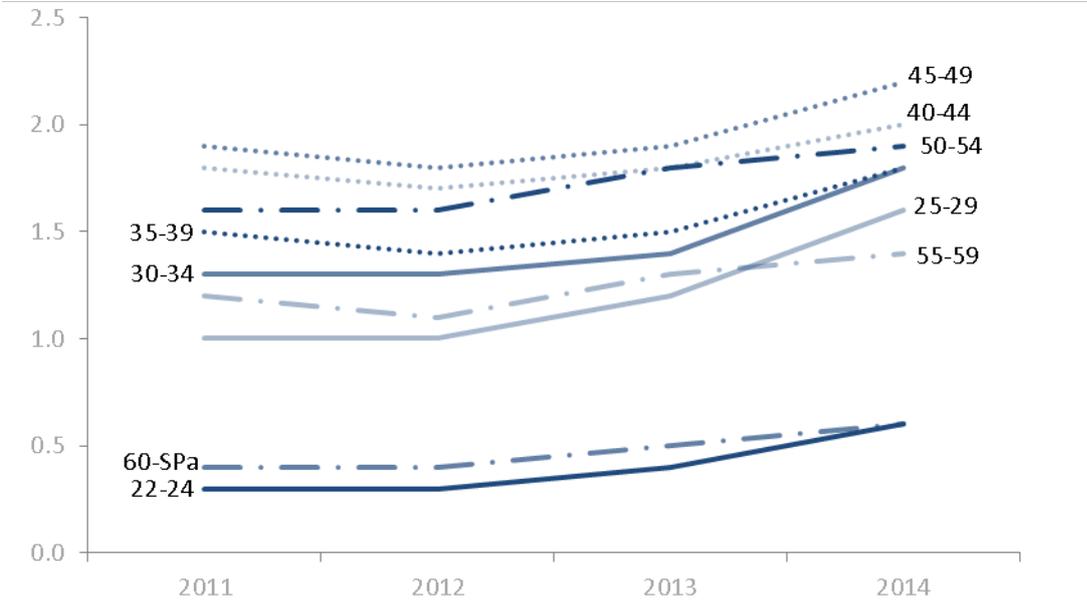
Generally, an improvement in the indicator will be demonstrated if an increase has been achieved. The number of eligible employees in a pension scheme sponsored by their employer increased between 2013 and 2014 by 2.2 million.

Links to other information that you may find useful

Further information on this indicator is available online.

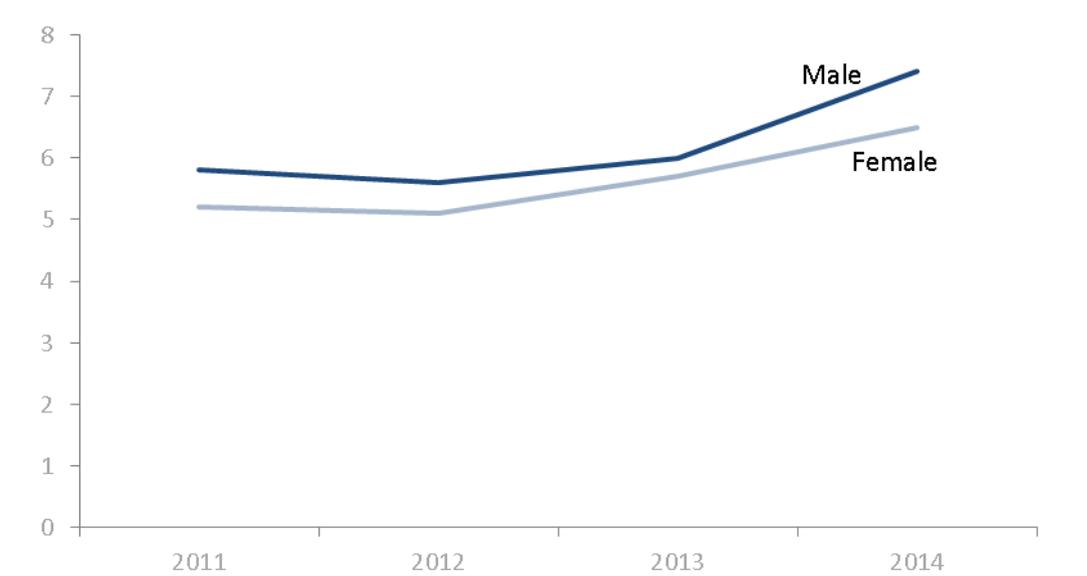
The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

Figure 10.1: Numbers of eligible employees in a pension scheme sponsored by their employer by age group (millions), 2014, Great Britain^{1,2,3,4}



In 2014, all age groups showed an increase in the number of eligible employees in a pension scheme sponsored by their employer, reflecting the continuing impact of automatic enrolment implementation. In general, participation in workplace pensions increases with age. However the largest increases were seen in the under 35 age groups.

Figure 10.2: Numbers of eligible employees in a pension scheme sponsored by their employer by gender (millions), 2014, Great Britain^{1,2,3,4}



The number of both male and female eligible employees in a pension scheme sponsored by their employer continued to increase in 2014. Since 2013, the number

of men participating in a workplace pension has increased by 1.4 million and the number of women participating increased by 0.8 million.

All tables sourced from: DWP analysis of the Office of National Statistics Annual Survey of Hours and Earnings (ASHE).

Notes:

1. This indicator is measured using the Annual Survey of Hours and Earnings and includes all employee jobs (including those affected by absence) with an employer sponsored pension where the individual is aged at least 22 and less than state pension age and where annual gross earnings is above the earnings threshold for automatic enrolment.
2. Numbers of employee jobs have been rounded to the nearest 0.1 million. Totals may not sum due to rounding.
3. Tests to identify statistically significant differences in the level of pension membership among protected characteristics are not relevant as this indicator is based on absolute numbers.

Operational working of the Department related impact indicators

11. Monetary value of fraud and error in the benefit system

What does this tell us?

This is the primary Departmental indicator for levels of fraud and error in the benefit system. The Fraud and Error National Statistics published for this indicator include global estimates for fraud and error in the benefit system. In addition there are more detailed estimates for Income Support, Jobseeker's Allowance, Pension Credit, Housing Benefit and Employment and Support Allowance and for types of error. This indicator is important for Departmental assurance on the effect of anti-fraud and error activity across the businesses.

Preliminary estimates for 2014/15 were released on 14th May 2015 and the data covers the period between October 2013 and September 2014. The charts in this report reflect estimates for this period only.

How will an improvement be shown?

Generally, a decrease in the indicator will demonstrate if an improvement has been achieved but economic conditions and overall expenditure will also need to be taken into account.

Links to other information that you may find useful

Reports on the monetary value of [fraud and error in the benefits system](#) are available online.

The supporting [datasheets](#) for this chapter are also available online.

Overpayments: Figures 11.1 – 11.5

Figure 11.1: Estimates of Fraud and Error Overpayments for Income Support, 2014/15 (preliminary)

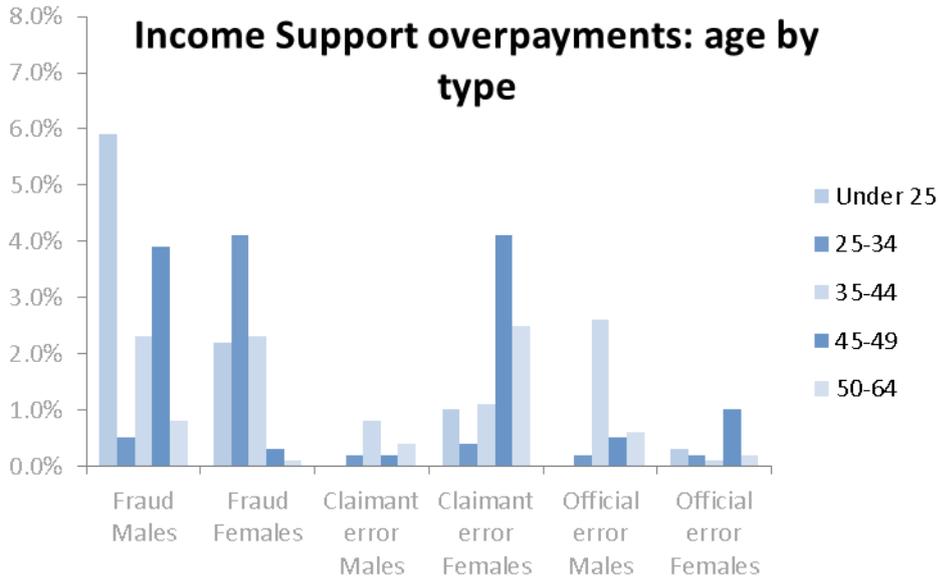


Figure 11.2: Estimates of Fraud and Error Overpayments for Jobseeker's Allowance, 2014/15 (preliminary)

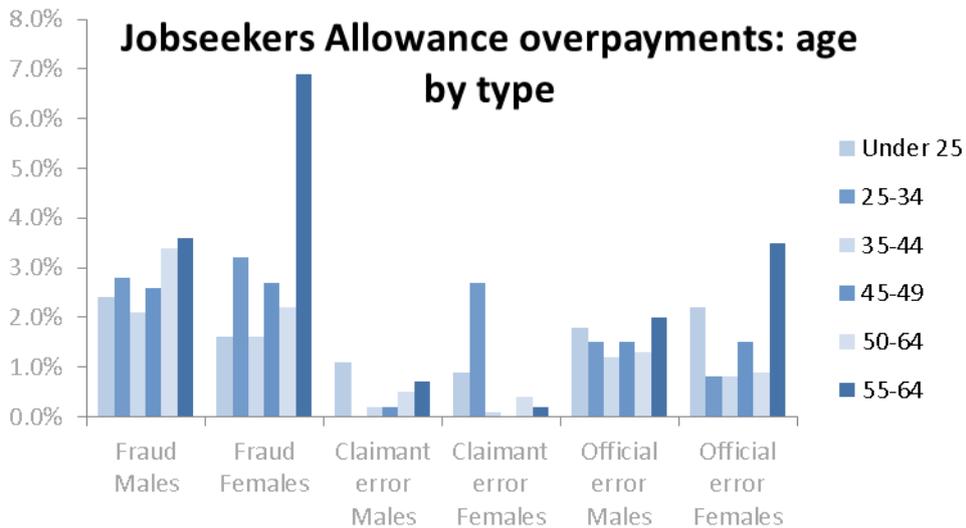


Figure 11.3: Estimates of Fraud and Error Overpayments for Pension Credit, 2014/15 (preliminary)

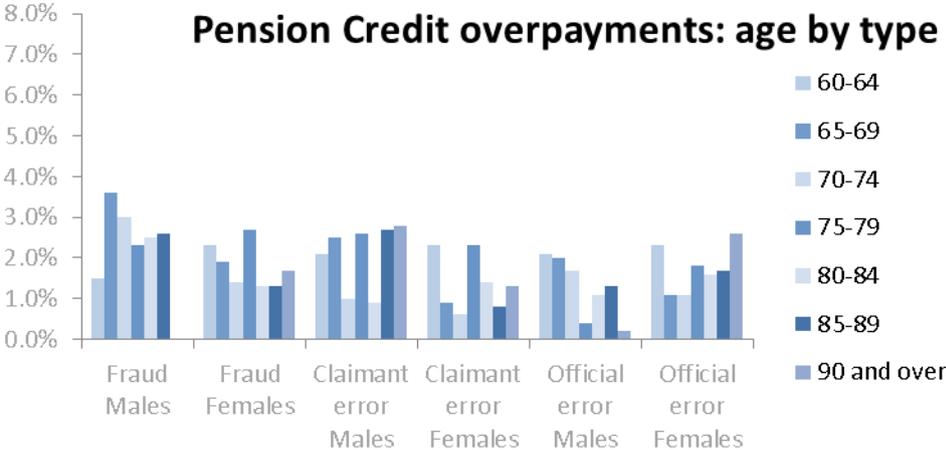


Figure 11.4: Estimates of Fraud and Error Overpayments for Housing Benefit, 2014/15 (preliminary)

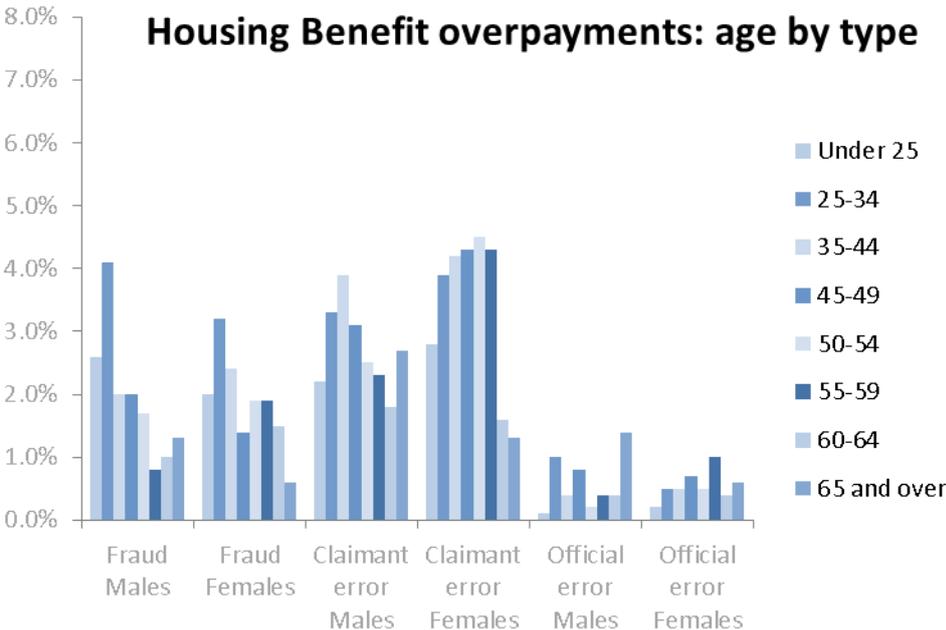
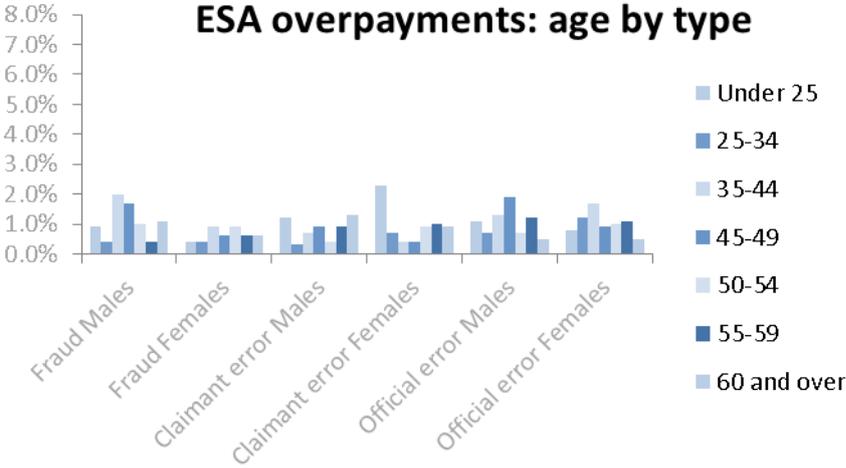


Figure 11.5: Estimates of Fraud and Error Overpayments for Employment and Support Allowance, 2014/15 (preliminary)



Underpayments: figures 11.6 – 11.10

Figure 11.6: Estimates of Fraud and Error Underpayments for Income Support, 2014/15 (preliminary)

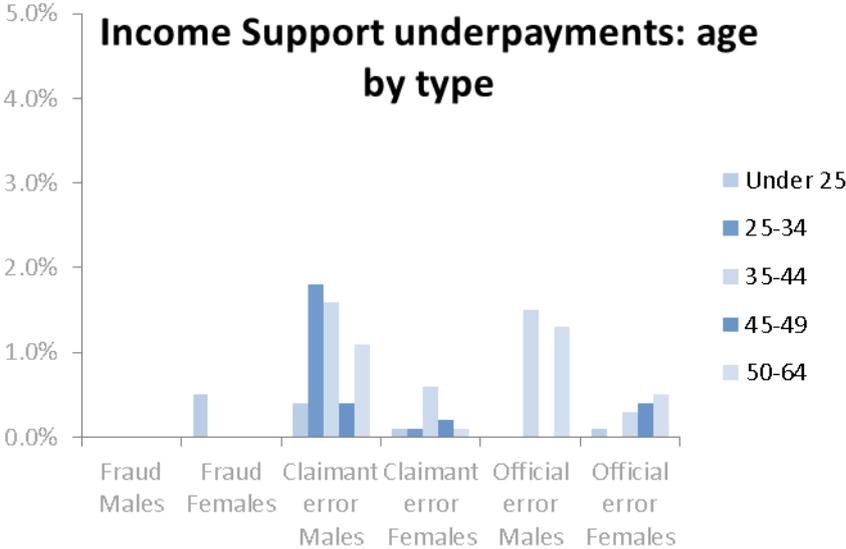
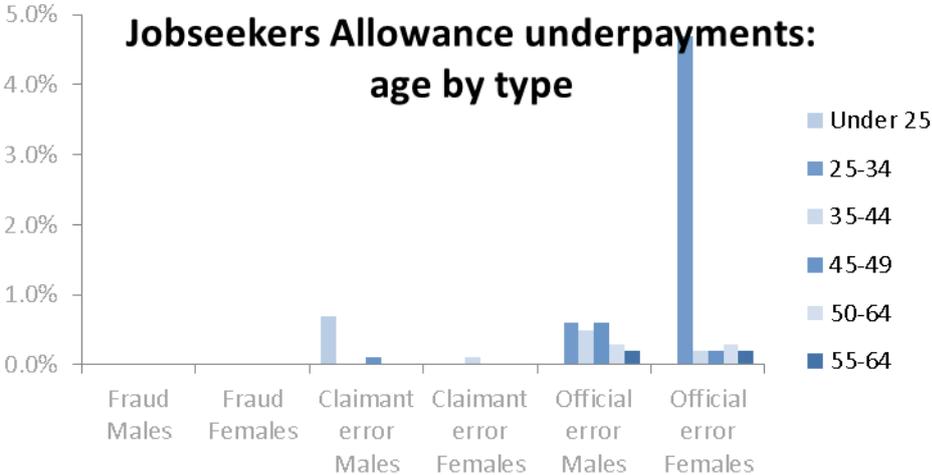


Figure 11.7: Estimates of Fraud and Error Underpayments for Jobseeker’s Allowance, 2014/15 (preliminary)



Note: the spike in the official error is being caused by a single sample case with a large grossing factor.

Figure 11.8: Estimates of Fraud and Error Underpayments for Pension Credit, 2014/15 (preliminary)

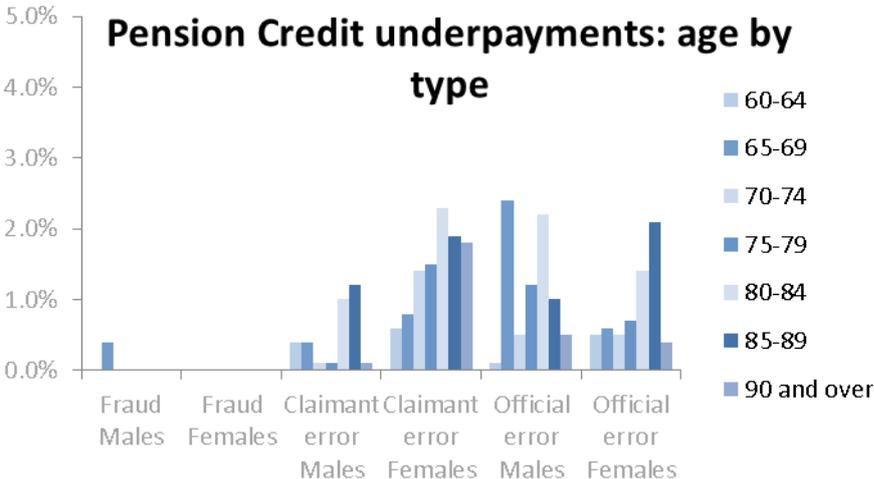


Figure 11.9: Estimates of Fraud and Error Underpayments for Housing Benefit, 2014/15 (preliminary)

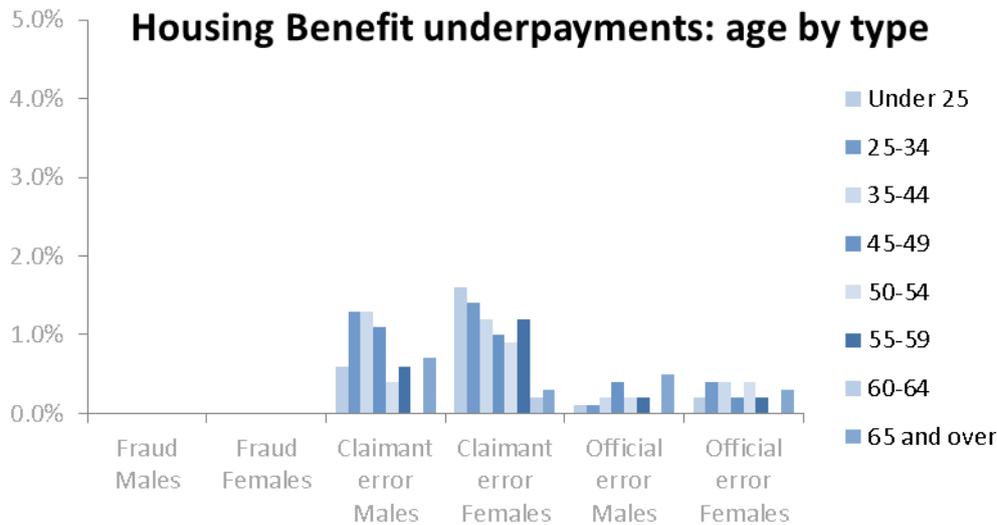
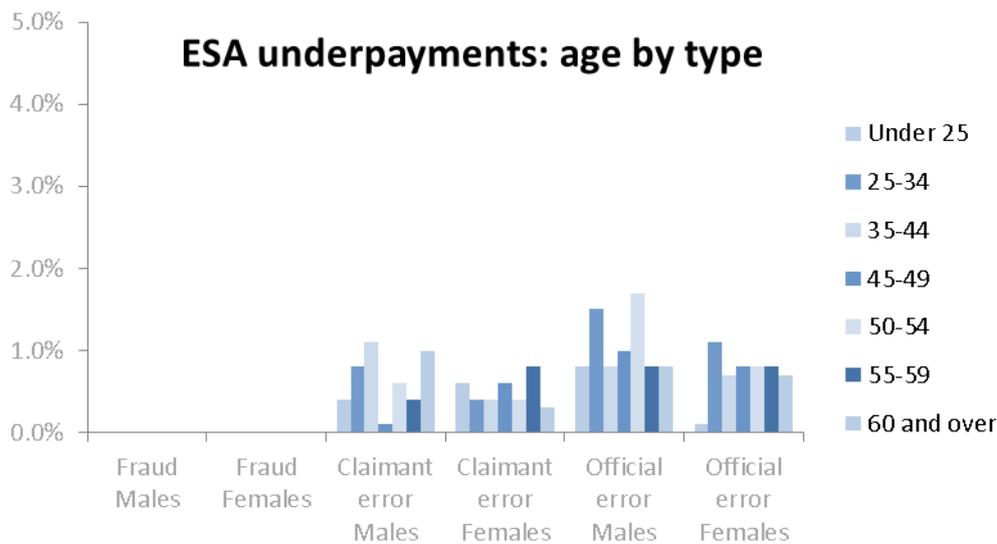


Figure 11.10: Estimates of Fraud and Error Underpayments for Employment and Support Allowance, 2014/15 (preliminary)



All figures sourced from a sample of DWP Administrative data

Notes:

1. All expenditure values in the table are rounded to the nearest 10m hence some estimates may not sum due to rounding.
2. Lower level age group breakdowns may not be available due to sample sizes.
3. Estimates are subject to sampling uncertainty – data is sourced from a stratified sample of administrative data from the DWP benefit systems.
4. Proportions for each age group are available in the supporting data spreadsheets.
5. Statistical significance is not available for this indicator

12. Customer and claimant opinion of DWP service levels

What does this tell us?

This measure shows the overall levels of reported satisfaction of people who have had meaningful contact with the Department. This is taken from quarterly fieldwork from the DWP Claimant Service and Experience Survey (2014/15)¹

The indicator provides an overview of the Department's service to its customers and claimants, allowing performance to be reviewed and service improvements to be made accordingly. Breakdowns for this indicator are currently available by age, disability, ethnicity and gender

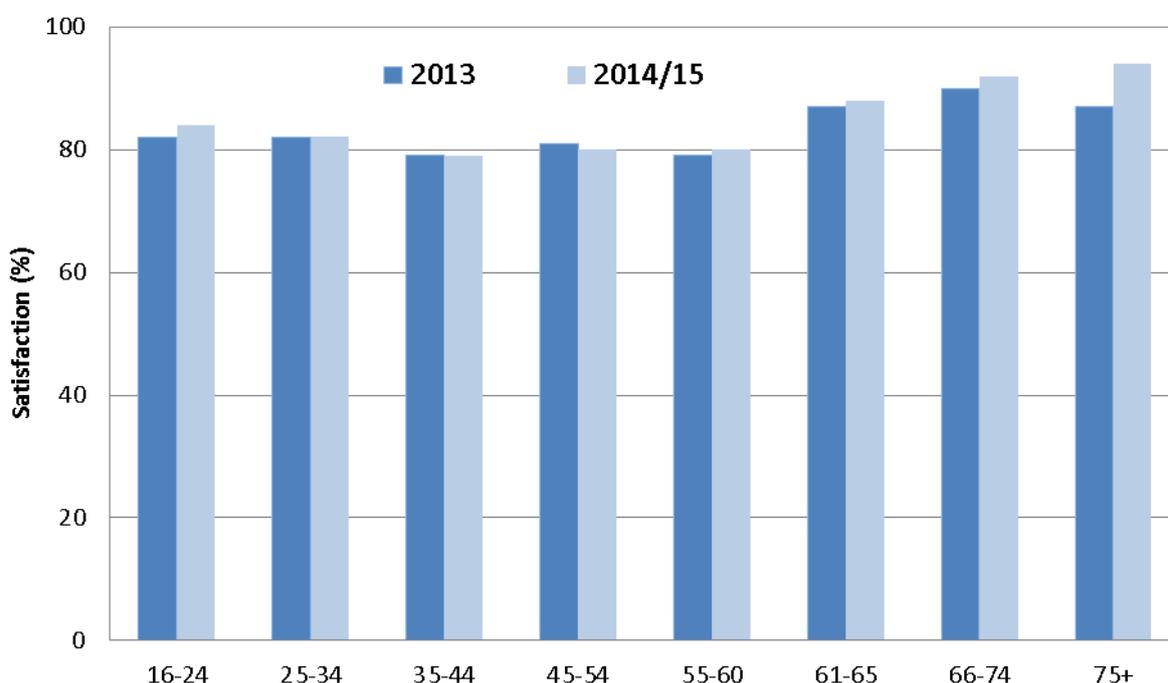
How will an improvement be shown?

An increase in the percentage of claimants who responded as 'fairly' or 'very' satisfied would highlight an improvement in our services. Likewise, a reduction in the percentage that were 'fairly' or 'very' dissatisfied can also be seen as an improvement.

Links to other information that you may find useful

Information on the [Customer and Claimant Opinion of Departmental Service Levels](#) indicator is available online. Supporting [datasheets](#) for this chapter are also available.

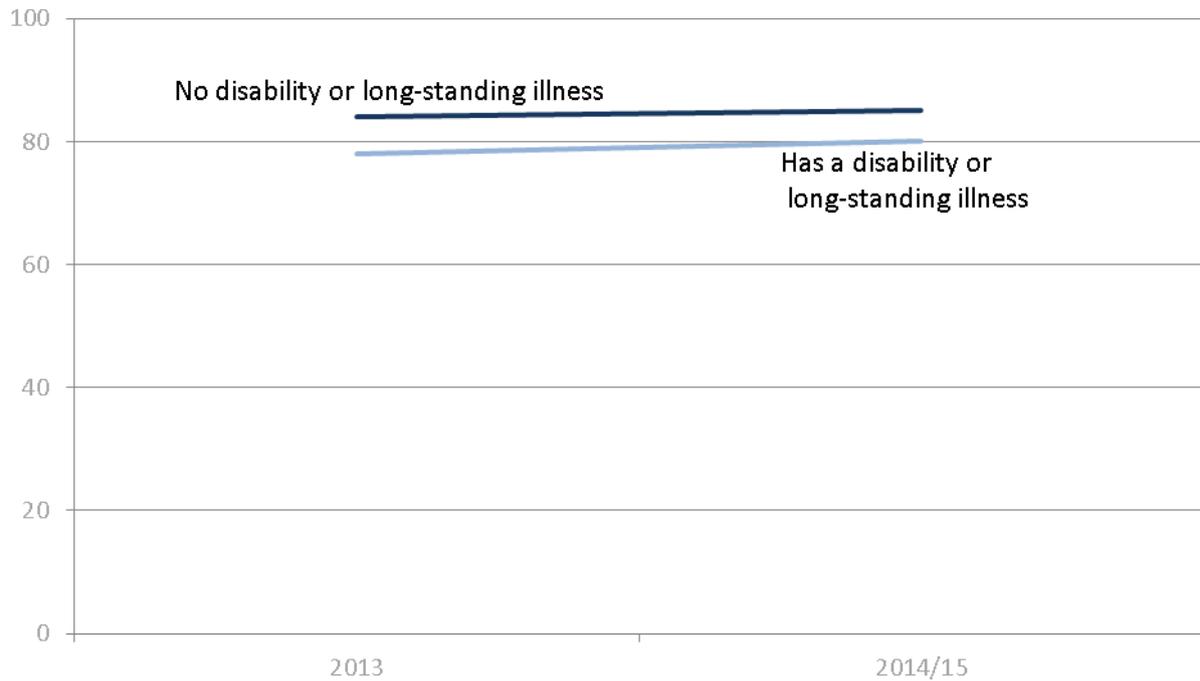
Figure 12.1: The percentage of DWP customers who are either ‘fairly satisfied’ or ‘very satisfied’ with service by age, Great Britain.^{1,2,3,4}



In April 2014, The Claimant Survey changed from an annual to a quarterly survey, operating on a financial year basis. Therefore 2014/15 results relate to April 2014 to March 2015.

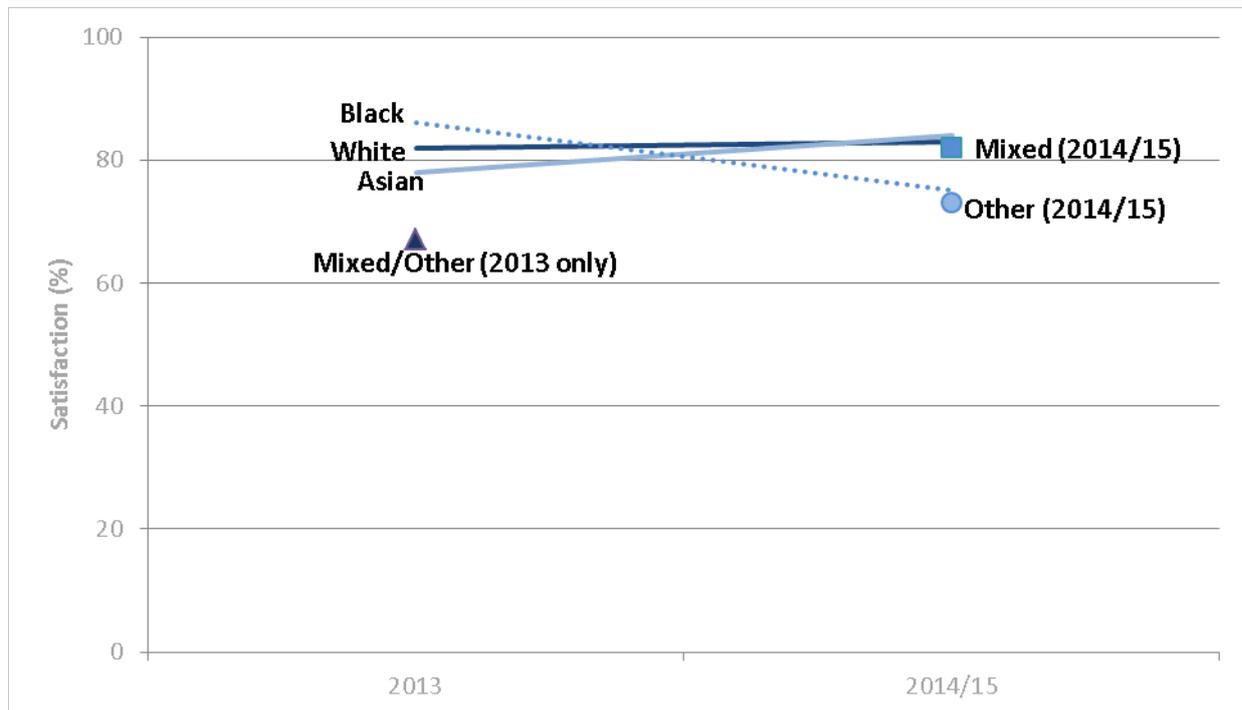
In 2014/15, customers aged 61 and older were significantly more likely to be ‘very’ or ‘fairly’ satisfied compared to those under 61 years old. The least satisfied age group was those aged between 35 and 44. This was also a statistically significant finding. Compared to 2013, satisfaction scores across all age groups, with the exception of those aged 45-54, were the same or better. The largest increase from 2013 was for those aged 75 and over.

Figure 12.2: The percentage of DWP customers who are either ‘fairly satisfied’ or ‘very satisfied’ with service by disability, Great Britain^{1,2,3,4}



Respondents who reported having a disability or long-standing illness were less likely to be satisfied with DWP services than those who did not report having a disability or long-standing illness. This difference was statistically significant. Compared to 2013, satisfaction levels were slightly higher in 2014/15.

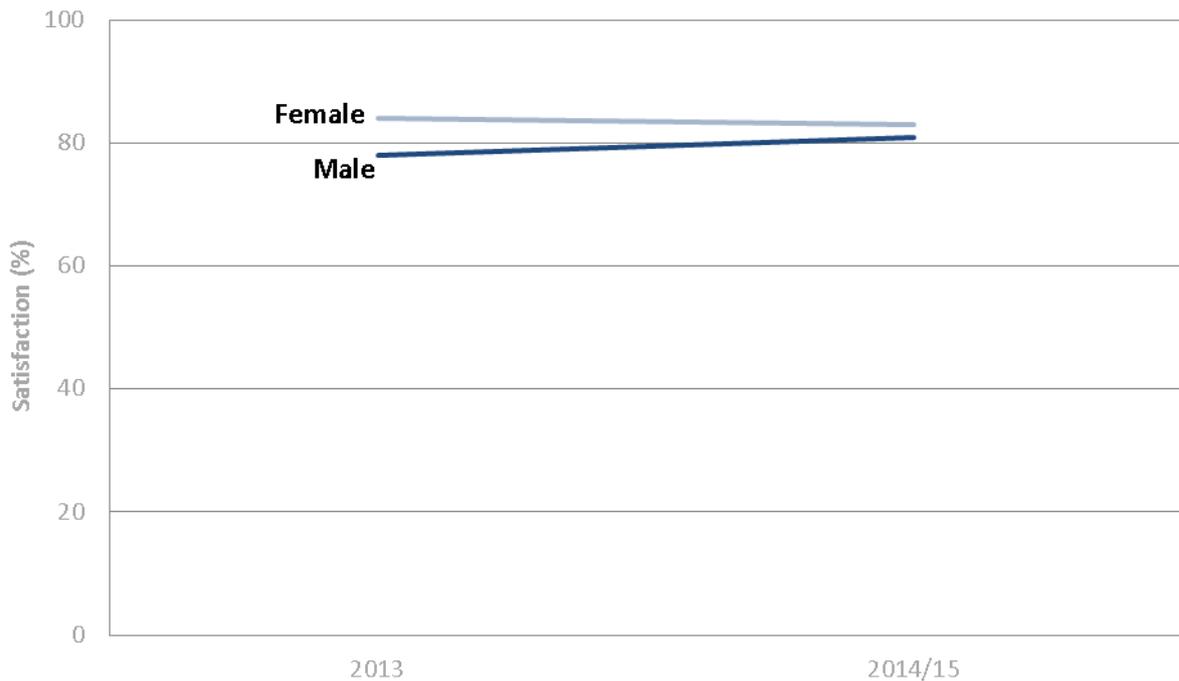
Figure 12.3: The percentage of DWP customers who are either ‘fairly satisfied’ or ‘very satisfied’ with service by ethnicity, Great Britain. ^{1,2,3,4,5}



In 2014/15 White respondents reported higher satisfaction levels. This was statistically significant compared to non-white respondents. Satisfaction was lowest in the ‘Other’ ethnic group in 2014/15 and this was also statistically significant. Low satisfaction was also reported by Black respondents at a statistically significant level.

Black respondents were less satisfied compared to 2013 while Asian respondents reported higher levels of satisfaction compared to 2013. Tests for statistical significance between 2013 and 2014/15 are not valid because of changes to the survey sample and methodology.

Figure 12.4: The percentage of DWP customers who are either ‘fairly satisfied’ or ‘very satisfied’ with service by gender, Great Britain. ^{1,2,3,4}



In 2014/15, female respondents reported a statistically significantly higher satisfaction compared to male respondents. However, male satisfaction increased from 2013, while female satisfaction fell slightly.

Notes

1. The 2014/15 Claimant Satisfaction and Customer Experience Survey carried out approximately 14,000 telephone surveys with DWP claimants, who have had meaningful contact within the last 3 months.
2. It includes claimants of Job Seekers Allowance, Employment Support Allowance, Income Support, Universal Credit, Carer’s Allowance, Disability Living Allowance, Personal Independence Payments, State Pension, Pension Credit and Attendance Allowance.
3. After 2013, the survey changed from being run annually, to quarterly and on a financial year basis. Therefore, the 2014/15 data refers to April 2014 to March 2015. Additionally, the 2013 survey did not include claimants of Universal Credit or Personal Independence Payments.
4. Significance testing is conducted using the 95% confidence level.
5. The ethnicity classifications changed between 2013 and 2014/15 so that ‘Mixed’ and ‘Other’ were separate response options.

13. Additional employment gap data

Employment gap information

What does this tell us?

The employment rate gap compares the overall employment rate in Great Britain for 16 to 64 year olds with the employment rate for 16 to 64 year olds with the characteristics described in the table.

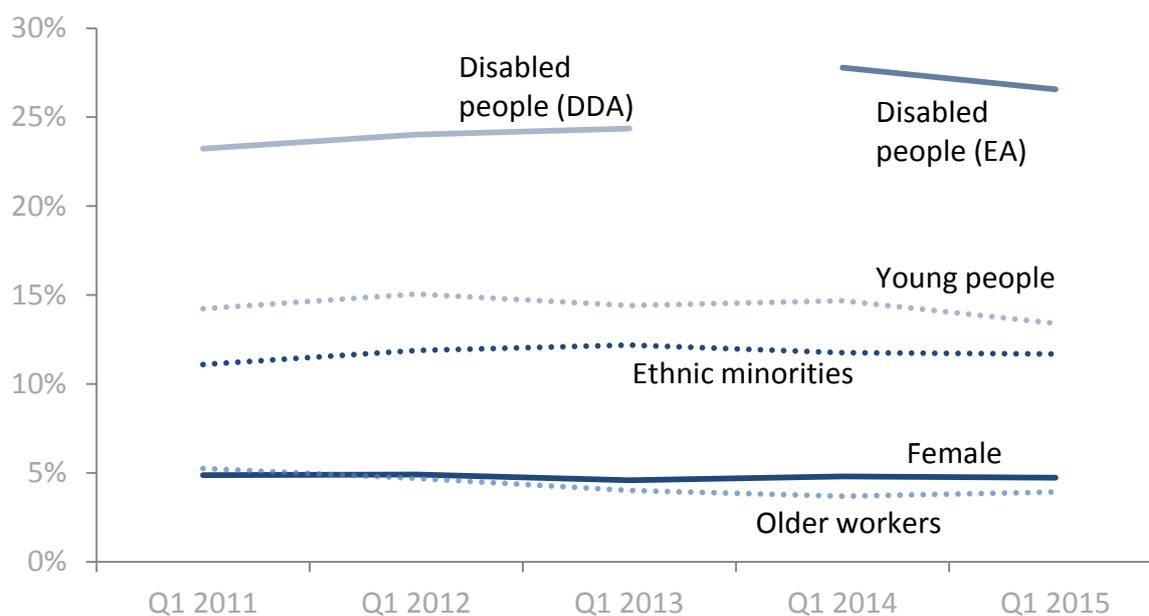
A positive employment rate gap means that the overall Great Britain employment rate is higher than the employment rate for the group described.

How will an improvement be shown?

A reduction in the employment gap would generally show an improvement. However, economic conditions will also need to be taken into account.

The supporting [datasheets](#) for this chapter are also available online and provide comparable figures from the previous reports.

Figure 13.1: Employment rate gaps for various protected groups



Source: Labour Force Survey

In the quarter Jan - Mar 2015, the employment rate for disabled people (Equality Act, core definition) was 27 percentage points lower than for the population as a whole. The gaps were lower for young people (13 percentage points) and ethnic minorities (12 percentage points), while the smallest gaps among these groups were for women (5 percentage points) and older workers (4 percentage points). There have been no statistically significant changes in the employment rate gaps since last year.

Notes:

1. Data is subject to sampling variation and is not seasonally adjusted
2. Data covers GB only, not UK
3. The groups described by this indicator reflect the disadvantaged groups described within the former Public Service Agreement (PSA) 8 'Maximise employment opportunity for all'. Although PSAs are no longer used, information on the employment rates for the disadvantaged groups continues to be provided for the purposes of consistency over time.
4. Young people are defined as aged 16-24 years, and older workers 50-64 years.
5. Ethnic Minority represents all non-white ethnic groups.
6. In the quarter Apr - Jun 2013, the Labour Force Survey moved from measuring current disability based on the Disability Discrimination Act (DDA) 1995 to the GSS Harmonised Standard for measuring core disability in line with the Equality Act (EA) 2010. It is not possible to directly compare estimates based on these two different definitions of disability.

Links to additional information:

[National and Official Statistics products](#) - the Department produces a number of National and Official Statistics products.

Employment and Support Allowance - [Work Capability Assessment](#) and [Sanctions](#)

[Income Related Benefits Estimate of Take-Up](#) - includes details on age, disability, ethnicity and gender.

[Household Below Average Income Series](#) - includes details on age, disability, ethnicity and gender.

[Low-Income Dynamics](#) - includes details on age and gender.

[Pensioner Incomes Series](#) - includes details on age, ethnicity and gender.

[Family Resource Survey](#) - includes details on age, disability, ethnicity and gender.

[Access to Work](#) - includes details about the programme that helps fund reasonable adjustments for disabled workers.

[Lone parents on Jobseekers Allowance](#) - includes details on age, gender, disability and ethnicity.

[Second tier pension provision](#) - includes details on age and gender.

[DWP tabulation tool](#) - includes a range of benefit data with details on age and gender and some splits available by disability and ethnicity.

[Life Opportunities Survey](#) - a detailed survey looking at life opportunities for disabled and non-disabled people.

[Pre-Work Programme and Get Britain Working Official Statistics](#) - includes details on age, disability and ethnicity:

[Independent Living and Office for Disability Issues](#)

Email general.statistics@dwp.gsi.gov.uk if you have queries on this report or any of these data sources or.

Report under the Public Sector Equality Duty

This report is published by Department for Work and Pensions in compliance with the Public Sector Equality Duty of the Equality Act 2010 which requires the Department to publish relevant proportionate information.

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