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SOCIAL SECURITY AGENCY

SSA Annual Report on Decision Making and Financial Accuracy

1 January to 31 December 2013

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Annual Report on
Decision Making and Financial Accuracy

1 January to 31 December 2013

The Social Security Agency is an Executive Agency within the Department for Social Development. The Report is laid before the Northern Ireland Assembly under Article 76 of the Social Security (Northern Ireland) Order 1998 by the Department for Social Development.

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Foreword by the Standards Committee Chairperson

Introduction

The Northern Ireland Standards Committee was established in 1999 in consequence of the reorganisation of adjudication and appeals enacted in the Social Security (Northern Ireland) Order of 1998. Under the Order, responsibility for monitoring the quality of decision making was transferred to the Department and then delegated to the Chief Executive of the Social Security Agency (the Agency) and the Head of the Division (now the Director) of the Child Maintenance Service (CMS) which in its original form was known as the Child Support Agency (CSA). This was a major change and concern was expressed in parliament that there should be an element of independent scrutiny within the arrangements being made to monitor the quality of decision making by both the Agency and CSA. In response to this concern, as part of a broader process across the United Kingdom, the Committee in Northern Ireland has an independent Chair and two independent members.

The membership of the Committee is set out in page 13 of the report and the terms of reference in Appendix 1. In essence, the Committee is charged with the task of providing assurance that robust mechanisms are in place to monitor the quality of decision making in both the Agency and CMS and, to identify, and make recommendations for improvement, with regard to both the monitoring of decisions and the performance of decision makers across the two organisations. The full Committee meets four times a year to receive, and scrutinise, the quarterly reports on the quality of decision making generated by staff in the Agency and CMS. During the year there is a programme of meetings with the staff responsible for service delivery in both bodies to secure a clearer understanding of the work being done and challenges faced. There are also additional internal meetings, as required, to focus on matters of particular interest to the Committee and meetings with bodies outside who can contribute to the matters with which we are concerned.

Within the Agency, responsibility for monitoring the quality of decision making lies with Standards Assurance Unit (SAU). I am satisfied that the work of the Unit is of a high standard and happy to provide the assurance required that the processes in place to monitor the quality of decision making are robust and effective. I should also report that, as usual, this year I have sought the views of the Northern Ireland Audit Office (NIAO) with regard to the performance of the Unit and have been pleased to have my conclusion endorsed by that body. The staff in SAU play a crucial role in improving the performance of the Agency and delivering an essential service to the people of Northern Ireland. I would therefore wish to thank them for the quality of the contribution they make to these tasks and the support they give to the Committee.

The work of the Committee in 2013

As the minutes of the Committee show this has been a busy year. The full Committee had briefings on the Discretionary Support Scheme for Northern Ireland which will replace Community Care Grants and Crisis Loans on the enactment of the Welfare Reform Bill. Whilst we might wish for more generosity at points, the Committee supported the efforts of the Department and Agency to put into place arrangements which are sensitive to the circumstances of those in need. We also had similarly helpful presentations on the Personal Independence Payment, which will replace Disability Living Allowance for those of working age on the enactment of the Welfare Reform Bill, and the reforms to be introduced by CMS. Additionally, the Committee had some concerns relating to the data received for the State Pension, which have now been allayed by a special exercise conducted by SAU, and much time has been devoted to a range of issues relating to the Employment and Support Allowance (ESA) which I address more fully below.

Outside of the meetings of the Committee, I and my colleagues had discussions with staff engaged in the preparatory work for the introduction of Universal Credit (UC) and I attended two meetings of the Oversight Board established to consider operational matters relating to UC. We also visited Decision Making Services, which is located within the Department, and Disability and Carers Service. I would wish to commend the staff of the former for the support they provide to the decision makers within the Agency by way of advice, guidance and training. Disability and Carers Service continues to deliver a high standard of decision making. Additionally, we had meetings with CMS and NIAO. Finally, in Committee, and on our visits to meet staff administering ESA, we have been made aware of the sheer volume of work ESA has generated for the Agency. In 2012/13 on a weekly basis staff were dealing with 6,000 calls, 550 claims and 3,900 notifications of change of circumstances. They were also coping with a tidal wave of appeals and a worryingly high success rate of claimants at appeal. For example, 69% of those who were disallowed in consequence of the process of migration from Incapacity Benefit to ESA appealed - a figure much in excess of that forecast - and between April 2012 and March 2013, 35% of appeals by claimants were successful. I am pleased to note the substantial number of additional staff recruited to manage all of this and would commend senior staff for their competence and professionalism in dealing with a situation which could have led to a significant decline in performance.

It is clear from the above that the business of the Committee has focused to a considerable extent on the significant changes anticipated in the Welfare Reform

Bill and ESA. With regard to the former, there was an initial period of considerable activity to ensure that the Agency was fully prepared for the challenges the legislation would bring. As the timetable slipped, one could sense growing uncertainty amongst staff. Most recently, it would appear that staff are putting this aside and getting on with the work of delivering the benefits for which they are responsible. I would wish to commend them for this very appropriate response to what is a difficult situation. Turning to ESA, the Committee has engaged with a wide range of issues: the implications of mandatory reconsideration before an appeal can be lodged for decision makers and claimants, what happens to claimants who are disallowed and the reasons behind the unusually high success rate at appeal. I am pleased to note that research commissioned by the Department may provide answers to some of these questions. Thus, for example, it would appear that the success rate at appeal is fairly low for those found fit for work but much higher for those disallowed because they did not complete the process. It is possible that we have a significant number of claimants who are struggling to complete forms and attend medical assessments but whose entitlement is apparent when they attend appeal hearings. Given the stress on claimants and strain on resources, I recommend that the Agency give urgent attention to identifying such claimants and providing additional support to get them through the very demanding processes in place. More broadly, it should be noted that, although there are various challenges around ESA, the independent review of the Work Capability Assessment, which covered Great Britain and Northern Ireland commented on the quality and compassion of ESA decision makers here and was very positive about many aspects of the service provided.

Monitoring the standard of decision making

The methodology for monitoring the standard of decision making has been streamlined in recent years so that it is easier to understand and more fit for purpose. As page 18 indicates, each month a sample is drawn from across the live load. This will be used to assess financial accuracy: the estimated percentage of expenditure which is correctly spent for each benefit. The sample will obviously include cases for which the last decision will have been made some time ago. These must be included as they may still have a consequence for the public purse but they tell us little about the current standard of decision making. To address this issue, cases from the broader sample, where a decision has been made in the preceding 12 months, are identified and used to measure decision making accuracy. The danger here is that very few cases are identified and something of significance is not apparent. In such cases the Committee can request SAU to undertake further work and the special exercise relating to State Pension is an example of this. With this safeguard in place, I am satisfied with the methodology employed.

Checking financial accuracy focuses on whether the right amount of money is going to the right person and this is a reasonably straightforward yardstick. Monitoring the quality of decision making is more complex. The decisions checked are assessed by reference to four criteria which include sufficiency of evidence for the decision made and the correct interpretation and application of the law. Two points should be noted here. First, the recording of an error does not mean that a decision was flawed from start to finish but rather that it was deficient in regard to one or more of the four criteria deployed. Secondly, in line with changes in practice in Great Britain, since 2002 errors have only been recorded where there is a financial consequence. This redrawing of the boundaries aroused some controversy but it should be noted that all errors are reported back to staff so that corrective action can be taken and our report includes (Appendix 2) data on decision making standards when all errors are included.

The standard of decision making in 2013

Appendix 4 provides an example of the appalling complexity of the legislation staff are required to administer and get right. On this basis, the performance of the Agency is very good indeed. The table on page 22 of the report sets out the standard of decision making achieved in 2013 for the 12 benefits for which the Agency is responsible. Across the board, this is a very satisfactory set of results. All 12 benefits have met the benchmark set and, indeed, in 11 cases the target has been exceeded. The outcomes for State Pension Credit and Disability Living Allowance are noteworthy given the complexity of these benefits and the hard work, over some years, by staff to improve and then maintain a high standard of decision making. In last year's report I noted a dip in the performance of State Pension Credit and am pleased to see that this has been corrected. I would also wish to commend the performance of staff responsible for delivering Income Support, Jobseeker's Allowance and the Social Fund. They have been at the frontline in helping people to cope with the very difficult economic circumstances experienced in recent years. Their work is more complex as a result of the scarcity of full-time employment and the consequent growth of self-employment and part-time employment. It is creditable that, nevertheless, a high standard of decision making has been maintained. With regard to ESA, this is a very good performance, especially when account is taken of the pressures noted above. The position is less satisfactory when account is taken of additional errors and I would expect to see some improvement here as newly recruited staff bed down and measures are taken to reduce the pressure from the volume of appeals already discussed. Finally, it can be noted that the standard of decision making for State Pension continues to be very satisfactory. Maintaining this position is an essential contribution as of the £4.1 billion disbursed by the Agency on the six major benefits State Pension accounts for £2.0 billion and is by far the largest benefit in payment.

Financial Accuracy

The table on page 32 of the report details performance for financial accuracy. Taken as a whole, and contrary to popular perceptions, it is clear that, by and large, money is being spent on the purposes intended. The majority of benefits for which targets are set exceeded these and two of the three narrow misses were within the upper confidence level. These are very good results which should be read in conjunction with Appendix 7. This sets out the estimated monetary value of error for the six major benefits. Two points can be noted. First the value of error, at all points, represents a modest fraction of expenditure. Secondly, error can result in underpayments as well as overpayments so the loss to the public purse is much less than is popularly supposed. Taking all of the data together, the total estimated value of monetary error was £37.5 million but of this £19.8 million were overpayments and £17.7 million were underpayments.

Other issues

Further issues of interest in the report relate to overpayments, appeals and clearance times. Of most concern within these data is the quality of decision making for overpayments detailed on page 36. For the second year running performance is at an unacceptably low figure of 89%. In commenting on last year's performance, I noted that there were difficulties in consequence of new systems and processes. I am loathe to accept this explanation for a second year running. This is a very important aspect of the work of the Agency. Sorting this out must be given a higher priority. Turning to appeals submissions set out on page 36, this is a complex area and I am pleased to note the low (5%) level of comments recorded. Finally, Appendix 3 indicates that clearance times are generally satisfactory and a credit to the staff. The exception relates to ESA appeals where there are the special circumstances noted above.

Conclusion

Once again, I am pleased to be able to provide a generally positive view of the work of the Agency. I would wish to thank my fellow Committee members for their commitment and assistance. I am particularly grateful to my two independent members, Laura McPolin and Kevin Higgins, for the expertise they bring to the Committee and Clare Cull, our secretary for all of the support she provides.

Chairperson of the Standards Committee

Introduction by the Chief Executive

I am pleased to introduce the Social Security Agency's 15th Annual Report on Decision Making and Financial Accuracy prepared for the Joint Standards Committee (the Standards Committee).

This report focuses on two primary indicators, the level of Decision Making Accuracy in social security benefits and the level of Financial Accuracy. The purpose is to establish if the decisions to award the claims to benefit are correct and also to provide robust estimates of the percentage of benefit expenditure which is paid correctly. Accuracy underpins the Agency's key business plan commitment to ensure benefit customers are receiving the right benefit at the right time.

In this context it is pleasing to note that Decision Making standards have remained very high with all 12 benefits meeting their decision making benchmarks, 11 of which actually exceeded their benchmark target. This result is an improvement on the 2012 position.

Financial accuracy results achieved during the 2013 period were again positive with 5 out of the 6 main benefits, namely Employment and Support Allowance, Disability Living Allowance, Income Support, Jobseeker's Allowance and State Pension all meeting their financial accuracy target either fully or within their upper confidence level.

State Pension Credit narrowly missed its 2013 financial accuracy target of 98%. Work is underway to drive further improvement and increase accuracy in 2014, with additional resources dedicated to specific accuracy improvement activity having been made available in this area. Additionally, and following a review of all State Pension Credit checking activity, new measures have also been introduced to better target the known risks impacting on the levels of accuracy.

Once again this year's excellent results have been achieved against a backdrop of preparing for significant change with the planned introduction of Welfare Reform particularly. In this context of continual change the Agency has just launched its Official Error Strategy setting out the Agency's approach to maintaining and improving financial accuracy performance over the next three years.

I would again like to thank all staff for their dedication and hard work during yet another busy year for the Agency. The sustained excellent results outlined in this report clearly demonstrate that Agency staff have the commitment and ability to deliver a first class service while dealing with and preparing for wide ranging change in the benefit system. In 2014, the Agency faces many new and demanding challenges, but I am confident that our staff will continue to maintain a high quality service to our customers, many of whom are vulnerable and require extra help and support.

Importantly, I would like to pass on my sincere appreciation and thanks to Professor Eileen Evason and her colleagues in the Joint Standards Committee. Their invaluable work throughout the years has provided an independent scrutiny of the Agency's arrangements for monitoring accuracy performance as well as advice and insight across the spectrum of benefits on how systems and processes might be continually improved.

Finally I would also take this opportunity to thank staff involved in the preparation of this report.

Chief Executive

Background

Part 1

Background

The Chief Executive of the Social Security Agency (the Agency) is responsible for monitoring and reporting on decision making standards. He also reports on the financial accuracy of payments for Disability Living Allowance, Employment and Support Allowance, Income Support, Jobseeker's Allowance, State Pension, State Pension Credit, Attendance Allowance, Bereavement Benefit, Carer's Allowance and Social Fund. The standard of financial accuracy for these benefits along with Incapacity Benefit and Widows Benefit is also shown in the Social Security Agency's Annual Report and Accounts.

In 1999, a Northern Ireland Joint Standards Committee (the Standards Committee) for the Social Security and Child Support Agencies was set up to oversee monitoring arrangements and report on performance. From 1 April 2008 the Northern Ireland Child Support Agency became a division within the Department for Social Development called the Child Maintenance and Enforcement Division and was later renamed Child Maintenance Service from 1 April 2013. The Standards Committee is responsible for the following:

- assuring the Chief Executive of the Agency and Director of Child Maintenance Service that the Agency and Child Maintenance Service are –
  - (a) monitoring their decision making procedures effectively;
  - (b) applying the relevant legislation properly; and
  - (c) monitoring and reporting on their performance;
- identifying common trends in the quality of the Agency's and Child Maintenance Service's decision making and highlighting those areas where they need to improve;
- making specific recommendations on any area the Standards Committee considers appropriate;
- assuring the Chief Executive and Director that the Agency and Child Maintenance Service have procedures in place to get feedback from their monitoring results so that they can keep improving;
- reporting to the Chief Executive and Director on the decision making process and, where necessary, recommending changes to it; and
- reporting on how well the Agency and Child Maintenance Service have improved their performance.

The Standards Committee members are:

Eileen Evason (CBE) **Chair**	Emeritus Professor in Social Administration, University of Ulster
Kevin Higgins **Independent Member**	Head of Policy, Advice NI
Laura McPolin **Independent Member**	Barrister, Civil and Family Law
John McKervill	Director of Pensions, Disability and Corporate Services, Social Security Agency
Conrad McConnell	Assistant Director Benefit Security, Social Security Agency
David Malcolm	Director of Operations, Child Maintenance Service
***David Reid**	Performance and Planning, Child Maintenance Service
***Michael Woods**	Head of Audit, Department for Social Development

Appendix 1 sets out the terms of reference for the Standards Committee.

* *David Reid and Michael Woods left the Standards Committee in November 2013 and were replaced by Eileen Donnelly and Colin Hegarty respectively.*

Measurement and Sampling Methodology

Part 2

Measurement and Sampling Methodology

The Social Security Agency's Annual Report on Decision Making and Financial Accuracy for the period 1 January to 31 December 2013 (the Report) summarises the monitoring results for standards of decision making and financial accuracy within the Social Security Agency for 2013. Measurement of decision making and financial accuracy in the Agency is carried out by Standards Assurance Unit. Decision making and financial accuracy checks are carried out using the one common random sample of cases for each benefit.

Monitoring

Standards Assurance Unit completes the following checks on a case in the common sample:

- **Decision Making** – The monitor checks if a decision has been made on the case within the last 12 months and if so, the case is used to measure the standard of decision making. The purpose of this check is to establish if the actual decision awarding a new claim to benefit or changing the rate of benefit in payment is correct. A decision making error is only recorded where the incorrect decision also results in the payment being incorrect. The standard of decision making is expressed as a percentage. It is important to note that when Standards Assurance Unit reports on the standard of decision making it is only on decisions made by offices within the last 12 months so that the quality of current decision making can be assessed. It does not cover the full live load. Until 31 March 2002 the decision making and official error standards were checked in different ways but with effect from May 2002 the checks were brought into line with each other and a decision making error will only be reported if a payment error also exists. The errors which would have previously been reported as full decision making errors are noted as Additional Errors and shown in Appendix 2 to the Report. For revision and supersession decisions, the check is based on the last business event.

The decision making check continues to examine the 4 main areas as follows:

- *evidence* – is there enough evidence on which to base a decision?
- *determination of questions* – have all relevant questions been decided?

- *findings of fact* – have the correct facts been found from the evidence available at the time of the decision?
- *interpretation and application of the law* – has statute law and case law (previous commissioner/court decisions) been correctly interpreted and applied?

In addition to the 4 main areas, the effect of evidence received since the date of the last decision is also considered, where this would have caused a revision or supersession of the award.

- **Financial Accuracy** – The financial accuracy standard represents the estimate of the percentage of the benefit expenditure that is paid correctly. Financial accuracy is measured by considering the monetary value of each error, either overpayment or underpayment, identified during the official error check. The monetary value of each error identified is passed to Analytical Services Unit who extrapolate the figures to estimate the likely level of financial error in the live load for the benefit concerned.

All errors identified in the decision making and financial accuracy checks, including errors which do not cause a payment error, are reported back to operational managers and staff for the purpose of continuous improvement and to enable them to take corrective action. A further analysis of the financial accuracy results can be found in Part 4 of this report.

Clearance Times

Appendix 3 sets out the Agency's standard in achieving clearance time benchmarks across the social security benefits.

Legislation Extract

Appendix 4 sets out an extract from the Income Support (General) Regulations (Northern Ireland) 1987 (legislation governing "persons from abroad" for the purposes of Income Support) to illustrate the complexity of the law.

Sample Size and Selection

Random Sample, Confidence Level and Confidence Intervals

On a monthly basis, statisticians provide Standards Assurance Unit with a random sample of cases from across each benefit live load. This means that the sample can contain a range of cases from the oldest in the live run to the most recent. This is necessary to meet Northern Ireland Audit Office requirements to reflect the full live load. The samples provided for each benefit aim to ensure that the results of the financial accuracy exercise are to a confidence interval of no more than +/- 1% for all benefits and the results of the decision making exercise expected to achieve a confidence interval of no more than +/- 5% for all benefits.

The financial accuracy (percentage of annual benefit expenditure paid correctly) of a social security benefit is estimated from random samples selected throughout the year.

The overall sample size required to measure financial accuracy is based on a confidence level, a confidence interval and an estimate of the financial accuracy in the benefit population. Using the weekly monetary amounts paid in error, benefit expenditure and the appropriate statistical formula, the sample size required to measure financial accuracy in 2013, at the 95% confidence level, was calculated for each benefit.

The process was repeated for decision making to calculate the sample size required to measure decision making in 2013 at the 95% confidence level and an expected confidence interval of no more than 5% for each benefit.

Stratification

The financial accuracy of each social security benefit was estimated from stratified random samples of benefit cases selected throughout the year. Stratification serves to ensure that the sample is distributed over the sample in the same way as the overall benefit population. The sample therefore better reflects the population than it would have been likely to if it were selected entirely at random. For this reason, stratification acts to increase the precision of the estimates.

For example, Jobseeker's Allowance and Income Support, the total benefit population was sub-divided by benefit processing centre. The benefit population within each benefit processing centre was further sub-divided by client group. A sample of cases was then selected randomly from each client group. Cases for each benefit were randomly selected on a monthly basis.

Variability and Sample Size

The variability in the attribute being measured within the population is an important factor in determining the sample size required. The more variability in the population, the larger the sample size required to achieve a given confidence interval.

For example, the sample size needed to measure financial accuracy to a given confidence interval would depend on the proportion of cases paid correctly. If over 90% of cases were paid correctly, this indicates that the variability in the population is low i.e. a large majority of cases are paid correctly. However, if 50% of cases were paid incorrectly, this indicates a high level of variability in the population. This greater level of variability means that a larger sample size would be needed to achieve a given confidence interval.

Results - Decision Making

Part 3

Results - Decision Making

The table below sets out the standard achieved against the decision making benchmarks for all social security benefits. These results are also shown in the graph in Appendix 5 to the Report with comparison to last year's result.

Appendix 6 to the Report details the type of decision making errors made under the 5 main headings.

Decision Making	Total Cases Monitored	Number of Incorrect Cases	Error Rate	Decision Making Standard Achieved	Decision Making Benchmark	Variance
Main Benefits						
Disability Living Allowance	62	0	0%	100%	98%	2%
Employment and Support Allowance	120	4	3%	97%	94%	3%
Income Support	133	4	3%	97%	95%	2%
Jobseeker's Allowance	142	0	0%	100%	95%	5%
State Pension	33	1	3%	97%	97%	0%
State Pension Credit	216	6	3%	97%	95%	2%
Other Benefits						
Attendance Allowance	36	0	0%	100%	98%	2%
*Bereavement Benefit	62	0	0%	100%	97%	3%
Carer's Allowance	60	0	0%	100%	98%	2%
Industrial Injuries Disablement Benefit	15	0	0%	100%	96%	4%
Maternity Allowance	120	0	0%	100%	98%	2%
Social Fund (Compilation)	48	1	2%	98%	95%	3%

*From 1 January 2013 Widows Benefit is no longer monitored and Bereavement Benefit is reported by itself

The results from the Decision making Table shows that:

- All of the 12 decision making benchmarks have been achieved with 11 actually exceeding their benchmark.

Additional Errors

Appendix 2 details the impact on the overall decision making standard if additional errors were included for all benefits. The additional errors are extremely important for the purposes of correct decision making and are given the same profile as full decision making errors for the purposes of continuous improvement.

Decision Making Performance of the Six Main Benefits

This part of the Report details the standard of decision making for the 6 main benefits: Disability Living Allowance, Employment and Support Allowance, Income Support, Jobseeker's Allowance, State Pension and State Pension Credit.

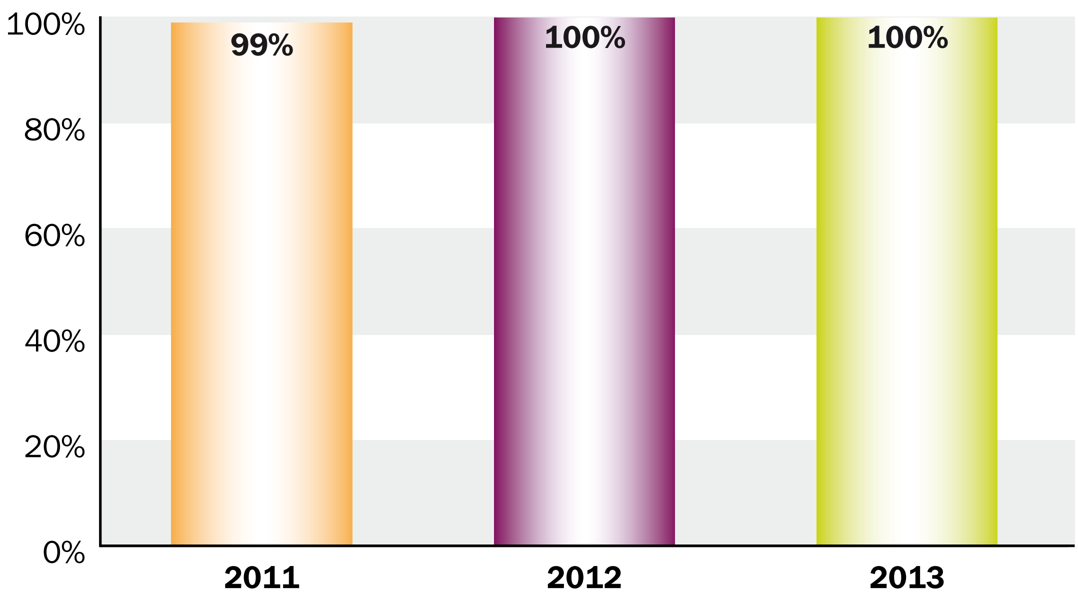
Disability Living Allowance Decision Making

To find out the standard of decision making, 62 cases were examined and all cases (100%) were correct. The decision making standard was 2 percentage points above the benchmark of 98%. The table below shows the breakdown of performance under each type of decision monitored.

DLA Type of Decision	Total Cases Checked	Number of Cases Incorrect	Error Rate	Percentage of Decisions Correct	Confidence Interval
Claims	50	0	0%	100%	
Revisions	1	0	0%	100%	
Reconsiderations	3	0	0%	100%	
Supersessions	8	0	0%	100%	
Overall performance	**62**	**0**	**0%**	**100%**	**N/A**

The chart below compares decision making standard over the last 3 years.

DLA Standard of Decision Making



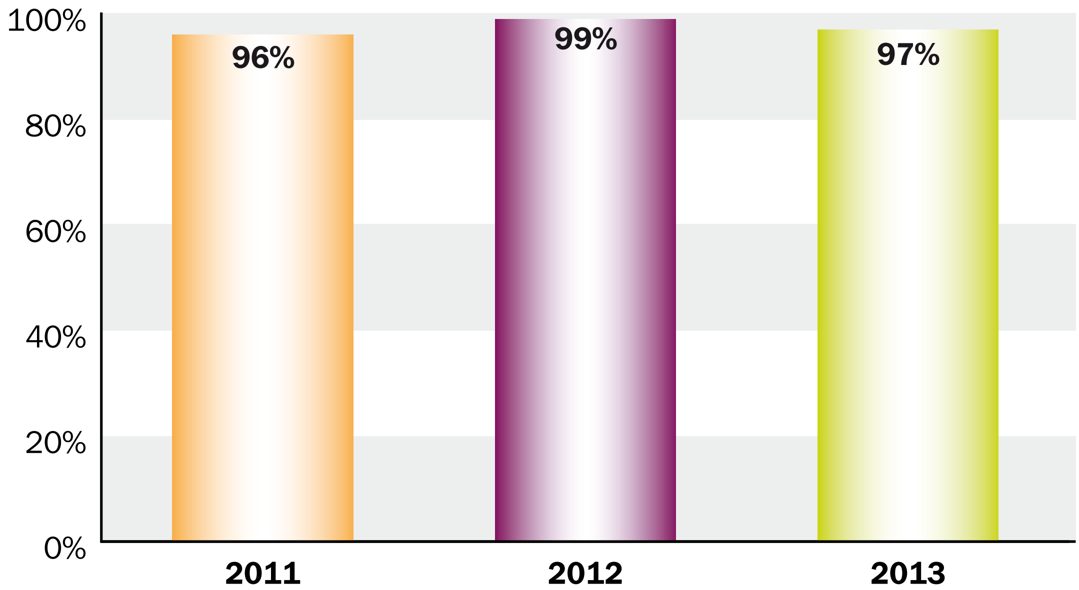
Employment and Support Allowance Decision Making

To find out the standard of decision making, 120 cases were examined and 116 cases (97%) were correct. The decision making standard was 3 percentage points above the benchmark of 94%. The table below shows the breakdown of performance under each type of decision monitored.

ESA Type of Decision	Total Cases Checked	Number of Cases Incorrect	Error Rate	Percentage of Decisions Correct	Confidence Interval
Claims	6	1	17%	83%	
IB-IS Reassessment	75	3	4%	96%	
Revisions	2	0	0%	100%	
Supersessions	37	0	0%	100%	
Overall performance	**120**	**4**	**3%**	**97%**	**+/- 3.2%**

The chart below compares decision making standard over the last 3 years.

ESA Standard of Decision Making



The areas of error were *evidence* and *findings of fact,* 2 errors each. Both the *evidence* errors related to incorrect occupational pension and the *findings of fact* errors related to incorrect mortgage and incorrect occupational pension.

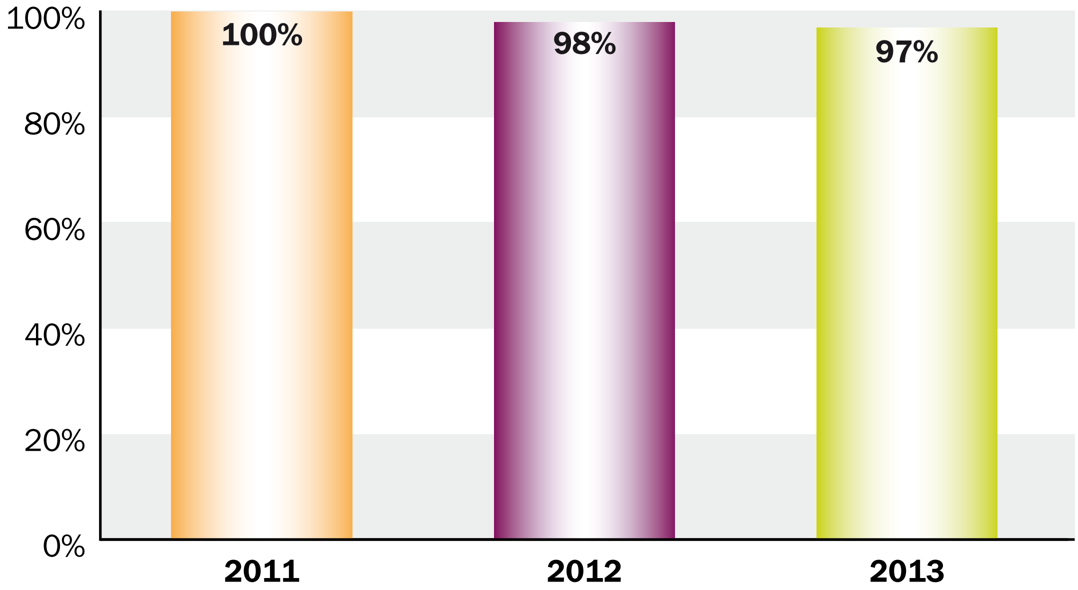
Income Support Decision Making

To find out the standard of decision making, 133 cases were examined and 129 cases (97%) were correct. The decision making standard was 2 percentage points above the benchmark of 95%. The table below shows the breakdown of performance under each type of decision monitored.

IS Type of Decision	Total Cases Checked	Number of Cases Incorrect	Error Rate	Percentage of Decisions Correct	Confidence Interval
Claims	44	1	2%	98%	
Reconsiderations	1	0	0%	100%	
Revisions	6	0	0%	100%	
Supersessions	82	3	4%	96%	
Overall performance	**133**	**4**	**3%**	**97%**	**+/- 2.9%**

The chart below compares decision making standard over the last 3 years.

IS Standard of Decision Making



The main area of error was *findings of fact* 2 errors (50%) and related to capital and the award of severe disability premium.

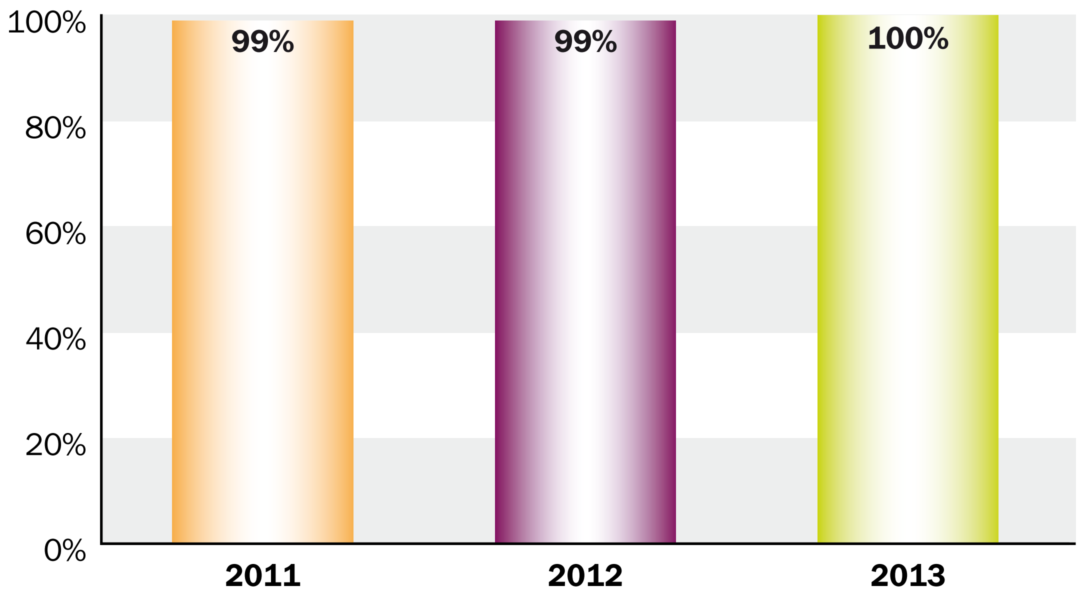
Jobseeker's Allowance Decision Making

To find out the standard of decision making, 142 cases were examined and all cases (100%) were correct. The decision making standard was 5 percentage points above the benchmark of 95%. The table below shows the breakdown of performance under each type of decision monitored.

JSA Type of Decision	Total Cases Checked	Number of Cases Incorrect	Error Rate	Percentage of Decisions Correct	Confidence Interval
Claims	136	0	0%	100%	
Reconsiderations	1	0	0%	100%	
Revisions	2	0	0%	100%	
Supersessions	3	0	0%	100%	
Overall performance	**142**	**0**	**0%**	**100%**	**N/A**

The chart below compares decision making standard over the last 3 years.

JSA Standard of Decision Making



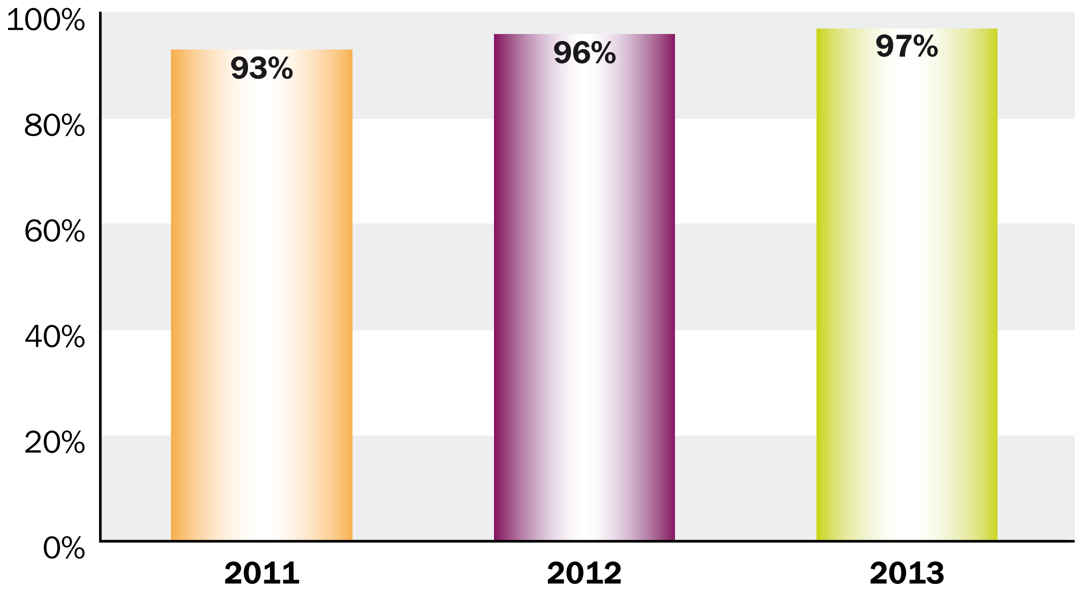
State Pension Decision Making

To find out the standard of decision making, 33 cases were examined and 32 cases (97%) were correct. The decision making standard met the benchmark of 97%. The table below shows the breakdown of performance under each type of decision monitored.

SP Type of Decision	Total Cases Checked	Number of Cases Incorrect	Error Rate	Percentage of Decisions Correct	Confidence Interval
Claims	23	1	4%	96%	
Revisions	3	0	0%	100%	
Supersessions	7	0	0%	100%	
Overall performance	**33**	**1**	**3%**	**97%**	**+/- 5.9%**

The chart below compares decision making standard over the last 3 years.

SP Standard of Decision Making



The area of error was *interpretation and application of the law* and related to rate of benefit being incorrect.

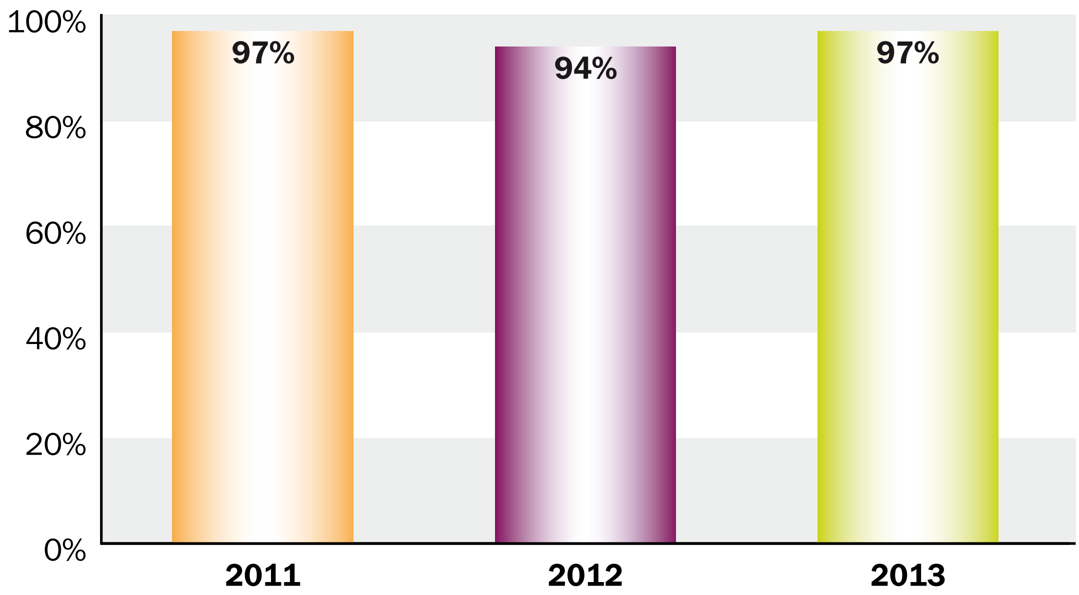
State Pension Credit Decision Making

To find out the standard of decision making, 216 cases were examined and 210 cases (97%) were correct. The decision making standard was 2 percentage points above the benchmark of 95%. The table below shows the breakdown of performance under each type of decision monitored.

SPC Type of Decision	Total Cases Checked	Number of Cases Incorrect	Error Rate	Percentage of Decisions Correct	Confidence Interval
Claims	134	3	2%	98%	
Revisions	10	0	0%	100%	
Supersessions	72	3	4%	96%	
Overall performance	**216**	**6**	**3%**	**97%**	**+/- 2.0%**

The chart below compares decision making standard over the last 3 years.

SPC Standard of Decision Making



The main area of error was *evidence* 5 errors (83%) and the main type of error within this area related to capital being treated incorrectly (3 errors).

Other Social Security Benefits

The following paragraphs are a summary of the main findings for the rest of the benefits administered by the Social Security Agency.

Attendance Allowance Decision Making

The decision making standard for Attendance Allowance was 100%, as all of the 36 cases examined were correct.

Bereavement Benefit Decision Making

The decision making standard for Bereavement Benefit was 100%, as all of the 62 cases examined were correct.

Carer's Allowance Decision Making

The decision making standard for Carer's Allowance was 100%, as all of the 60 cases examined were correct.

Industrial Injuries Disablement Benefit Decision Making

The decision making standard for Industrial Injuries Disablement Benefit was 100%, as all of the 15 cases examined were correct.

Maternity Allowance Decision Making

The decision making standard for Maternity Allowance was 100%, as all of the 120 cases examined were correct.

Social Fund Decision Making

Social Fund Compilation

The decision making standard for the Social Fund was 98%, as 47 of the 48 cases examined were correct. The error raised was due to *findings of fact* and related to funeral payments.

Results - Financial Accuracy

Part 4

Results - Financial Accuracy

Financial Accuracy is the estimate of the percentage of the benefit paid correctly. From April 2003 financial accuracy targets (the targets for 2013 year are shown in brackets) were introduced for Disability Living Allowance (99%), Income Support (99%) and Jobseeker's Allowance (99%). From April 2004 financial accuracy for State Pension (99%) and State Pension Credit (98%) was introduced and from April 2010 financial accuracy for Employment and Support Allowance (97%) has also been measured and details of this are also included in the Report. The table below shows current performance against target for all the benefits and Appendix 7 details the estimated levels of financial error (Monetary Value of Error) for each of the 6 main benefits.

Benefit	2013 Target	2013 Financial Accuracy Result	2012 Financial Accuracy Result
Main Benefits			
Disability Living Allowance	99%	99.6%	99.9%
Employment and Support Allowance	97%	96.9%	97.6%
Income Support	99%	99.1%	99.5%
Jobseeker's Allowance	99%	98.9%	99.0%
State Pension	99%	99.8%	99.8%
State Pension Credit	98%	97.1%	97.4%
Other Benefits			
Attendance Allowance	99%	99.9%	99.9%
*Bereavement Benefit	No Target Set	99.6%	n/a
Carer's Allowance	99%	100.0%	99.8%
Social Fund	No Target Set	97.6%	99.1%

*From 1 January 2013 Widows Benefit is no longer monitored and Bereavement Benefit is reported by itself

The results from the table above show that

- Of the 6 main benefits DLA, IS and SP exceeded their targets.
- ESA with a result of 96.9% met its target of 97% within the upper confidence level of 97.6%.
- JSA with a result of 98.9% met its target of 99% within the upper confidence level of 99.6%.

- SPC with a result of 97.1% narrowly missed its target of 98% within the upper confidence level of 97.9%.
- The remaining 2 benefits with targets (Attendance Allowance and Carer's Allowance) also exceeded the 99% target set with results of 99.9% and 100.0% respectively.

Analysis of the data used to calculate Financial Accuracy for 2013

The table below shows the number of cases used to calculate the 2013 Financial Accuracy results.

	January - December 2013	
Benefit	**Total Cases Checked**	**Total Cases in Error**
Disability Living Allowance	744	7
Employment and Support Allowance	1596	118
Income Support	864	27
Jobseeker's Allowance	648	15
State Pension	456	12
State Pension Credit	924	106
Attendance Allowance	396	1
Bereavement Benefit	168	8
Carer's Allowance	516	0
Social Fund	1148	84

Results - Overpayments and Appeals

Part 5

Results - Overpayments and Appeals

Overpayment Decisions

A total of 384 cases were examined and 44 comments were raised resulting in an overall standard of 89%. The main area of error was *findings of fact*, which accounted for 32 comments (73%). The two types of error within *findings of fact* related to the amount of the recoverable overpayment being incorrect (26 comments) and the decision to recover being incorrect (6 comments).

Year	Total Cases Monitored	Number of Comments	Error Rate	Decision Making Standard
2013	384	44	11%	89%
2012	384	44	11%	89%
2011	384	27	7%	93%

The decision making standard for 2013 remained the same as that for 2012. The decrease in the standard from 2011 may be attributable to the phased introduction during 2012 of a new electronic referrals system (ERS). The new system led to the decentralisation of debt referral activity across the Agency and introduced new roles for staff involved in the overpayments process. Staff were trained on their new roles, however like all new processes it can take time for them to bed in fully.

Appeal Submissions

A total of 366 cases were examined and 17 comments were raised resulting in an overall standard of 95%. Most of the errors related to the submission defending an incorrect decision (16 comments). The decision making standard for 2013 remained the same as that achieved in both 2012 and 2011.

Year	Total Cases Monitored	Number of Comments	Error Rate	Decision Making Standard
2013	366	17	5%	95%
2012	376	20	5%	95%
2011	372	20	5%	95%

Social Security Agency Strategy to Reduce Error in Decision Making and Financial Accuracy

Part 6

Social Security Agency Strategy to Reduce Error in Decision Making and Financial Accuracy

Our Approach

The Agency's Fraud and Error Reduction Board steers the Agency's strategic approach to reducing error in the social security benefit system. This Board comprises senior Agency managers therefore ensuring a collaborative approach in securing high accuracy levels across the benefit system.

The Agency's official error strategy is based around four key principles:

- **Prevention** – prevent new error entering the system
- **Detection** – target and identify error that has already entered the system
- **Correction** – correct all error detected; and
- **Learn** – educate and learn from error detected to reduce the likelihood of recurrence.

Prevention of error is fundamental to the success of the strategy. Preventing error entering the benefit system impacts on the amount of money lost through overpayment of benefit and minimises the risk of underpayment of benefit to customers.

The need for a strategic approach is emphasised by the scale of transactions handled by the Agency. In 2013 the Agency paid out around £5bn. Staff handled 575,000 new claims as well as taking action on some 784,000 changes of circumstances notified by customers. This large volume of activity has the potential to allow a significant amount of error into the benefit system.

Standards Assurance Unit

However, prevention on its own is not enough. To maintain accuracy we need to detect and correct error that is already in the system. The Agency's Standards Assurance Unit undertakes random sample monitoring of live benefit cases, and produces detailed information about the level of error and error trends. Standards Assurance Unit data is analysed by Analytical Services Unit (ASU) statisticians and this information is used, by Benefit Security Division, Agency business managers as well as the independent Joint Standards Committee, to direct a broad range of prevention and detection activities.

The Agency works very closely with ASU, not only in developing risk models, but also specific scans targeting known areas of weakness, for example Severe Disability Premium cases for State Pension Credit.

Official Error

The latest overall figures across all social security benefits administered by the Social Security Agency show an overall reduction in losses through official error overpayments - down from 0.8% of benefit expenditure in 2003-04 to 0.4% in 2013.

The Agency remains committed to doing all it can to reduce staff error and has a wide range of control mechanisms built into its system of benefit administration to ensure high levels of financial accuracy. These include extensive training and consolidation of training; the application of benchmark standards for staff; and a programme of regular checks and controls to prevent potential incorrectness and measure and report on Agency performance within this area.

Error Reduction Division Activity

During 2013-2014 the Agency's Error Reduction Division continued to direct dedicated resources within benefit offices to identify and correct error. This resourcing funds specialist teams across the Agency to perform full checks on cases which, through statistical analysis, are deemed to be at greatest risk of error. It also funds activity to remove anomalies identified by matching data from various information systems. Resources are allocated to each benefit based on the level of risk, and within each benefit all cases are targeted further using risk based selection models. This approach ensures maximum impact from targeted error reduction activity.

During 2013-2014, error reduction activity carried out by benefit areas amounted to almost 70,500 checks or case reviews which led to the adjustment of benefit in almost 11,000 cases, with a total monetary value of around £28.7 million. This total included just over £12 million of adjustments to payments where customers were entitled to additional benefits.

The State Pension Credit Accuracy Forum requested a comprehensive review of accuracy checking within State Pension Credit during 2013/14. A review team was established consisting of members from both State Pension Credit and Error Reduction Division. Following the review, recommendations were presented to and agreed by the Fraud and Error Reduction Board. The result of this review will further ensure the optimum use of resources in tackling official error in this area and assist the Agency in focusing its approach to targeting resources to areas at greatest risk.

Implementation of fraud and error strategy - changes

Throughout 2013-14 the Agency continued to work towards the planned implementation of the Welfare Reform Programme. The Agency is progressing new counter fraud and error initiatives, including the establishment of a Single Investigation Service in April 2013. Alongside the current range of activities, the new measures will ensure the Agency maintains its focus on addressing losses and underpayments within the benefit system, with the aim of maintaining, or further improving the current low levels of fraud and error within Northern Ireland.

Glossary

Attribute

An attribute is a characteristic of the case being examined. The characteristic may refer to the category a case belongs to or a numerical measure. For decision making the attribute is whether the case is correct or incorrect. For financial accuracy the attribute is the amount of money paid in error.

Benchmarks

Benchmarks are standards set by senior management against which performance can be measured.

Clearance Times

The Average Actual Clearance Time measures how quickly we process claims to the main benefits. It measures the average number of working days we take to process claims to benefit. The purpose of this target is to make sure that our customers' new claims to benefit are processed in a reasonable length of time.

The end of year level of performance against target is calculated by dividing the total cumulative number of days taken to process all claims by the total number of new claims actually processed.

For Income Support and State Pension Credit the target clock starts ticking from the date at which the Evidence Requirement is deemed satisfied. The Evidence Requirement is deemed satisfied when all the evidence the decision maker needs to decide the claim has been provided by the customer.

For Disability Living Allowance, Disability Living Allowance Special Rules, Employment and Support Allowance, Jobseeker's Allowance, Incapacity Benefit, State Pension, Attendance Allowance, Attendance Allowance Special Rules, Carer's Allowance and Industrial Injuries Benefit the target clock starts ticking from the Initial Date of Contact, whether oral or written.

For new claims to all above named benefits the target clock stops ticking from the date when the assessment notification is issued to the customer.

For changes in circumstances the target clock starts ticking from the date of receipt of the customer notification, whether oral or written, and stops ticking at the date that the notification that the change has been actioned is issued to the customer.

Similarly for Social Fund and Appeals the target clock starts ticking from the date of receipt of the customer notification, whether oral or written, and stops ticking at the date of notification of the outcome to the customer.

For Overpayments the target clock starts ticking from the date that the over/underpayment is identified by the relevant benefit office and stops ticking at the date that a decision notification is issued to the customer.

Confidence Intervals

The confidence interval gives an indication of the degree of uncertainty surrounding the estimate obtained from the sample, by giving a range that the true value is likely to be within. The quoted confidence intervals are based on a 95% confidence level, which means that we are 95% confident that the true value will lie within the specified range.

Decision Making

Decision making is carried out on behalf of the Department by decision makers. The decision maker must make a decision by considering all the evidence, establishing the facts and applying the law, including any relevant case law, in each case. Where legislation specifies or implies discretion, the decision maker’s judgement must be reasonable and made on balance of probabilities with unbiased discretion. The decision making standard represents the percentage of cases in the sample found to be correct when checked by Standards Assurance Unit.

Financial Accuracy

The financial accuracy standard represents the estimate of the percentage of the benefit expenditure which is paid correctly.

Standards Assurance Unit

Standards Assurance Unit is part of the Pensions, Disability and Corporate Services Directorate within the Social Security Agency. Standards Assurance Unit provides a reliable and independent measure of decision making, financial accuracy and customer fraud and customer error against benchmarks and targets and assists operational staff in the drive to improve accuracy in benefit administration.

Targets

Targets are attainable goals set by senior management for staff to achieve within an agreed timetable or to a set standard.

Variability

The variability within a population refers to the percentage of the population with/without the attribute or the range of values in the attribute being measured. The more varied the population the larger the sample size required to achieve a given confidence interval.

Social Security Benefits

Main Benefits

DLA	Disability Living Allowance
ESA	Employment and Support Allowance
IS	Income Support
JSA	Jobseeker's Allowance
SP	State Pension
SPC	State Pension Credit

Other Benefits

AA	Attendance Allowance
BB	Bereavement Benefit
CA	Carer's Allowance
IIDB	Industrial Injuries Disablement Benefit
MA	Maternity Allowance
SF (Comp)	Social Fund (Compilation)

Key to Appendices

Appendix 1

Terms of Reference for the Standards Committee

1 The Social Security (Northern Ireland) Order 1998 removed the distinction between adjudication decisions made by adjudication officers and departmental decisions and introduced single status decision makers. This removed the statutory requirement for a Chief Adjudication Officer and by default, his responsibility for reporting on the standard of adjudication.

2 In addition to being responsible for the delivery of the decision-making process and the standard of decisions made, the Department was made responsible for reporting on the standard of decisions against which there is a right of appeal. These responsibilities were delegated to the Chief Executives of the Social Security Agency (Agency) and the Northern Ireland Child Support Agency. From 1 April 2008 the Northern Ireland Child Support Agency became a division within the Department for Social Development called the Child Maintenance and Enforcement Division and was later renamed Child Maintenance Service from 1 April 2013.

3 The responsibility for reporting on standards requires the Chief Executive of the Agency and Director of Child Maintenance Service to have monitoring programmes in place to determine the standards which are to be reported. It has been recognised however, that to enhance this programme and its credibility and transparency with the public, some independent oversight of the arrangements is necessary. Accordingly a Joint (Northern Ireland) Standards Committee has been appointed with an independent chairperson, together with two other independent members, and having terms of reference agreed by the Chief Executive and Director.

4 The Standards Committee will have an advisory rather than executive role. Its objectives will be to;

- provide assurance to the Chief Executive and Director that effective decision making monitoring procedures are in place to confirm legislation is properly applied and to monitor and report performance against quality targets;
- identify common trends relating to the quality of the Agency's and Child Maintenance Service's decision making and to highlight those areas where improvement is needed;

- make specific recommendations on any area considered appropriate;
- provide assurance to the Chief Executive and Director that mechanisms are in place to feed back monitoring results to the Agency and Child Maintenance Service to enable continuous improvement;
- report to the Chief Executive and Director on the operation of the decision-making process and where necessary to make recommendations for changes to it. The Chief Executive and Director should be free to meet informally and discuss issues that may arise during the year;
- provide the Chief Executive and Director with an annual assurance in the form of reports on the quality of decision making in the Agency and Child Maintenance Service and such other reports as the Chief Executive, Director or the Standards Committee consider appropriate.

5 Standards Committee meetings will be held 4 times yearly to coincide with the monitoring programmes and minutes will be taken and agreed by Committee members.

6 An agenda will be prepared in advance of each meeting and circulated to Committee members for consideration.

2013 Decision making additional errors

Benefit	Total Cases Monitored	No of Cases Incorrect	No of Additional Decision Making Errors	Total no of Errors	DM Benchmark	DM Standard % Achieved	DM Standard % Achieved if Additional errors were included
Disability Living Allowance	62	0	**0**	0	98%	100%	100%
Employment and Support Allowance	120	4	**0**	4	94%	97%	97%
Income Support	133	4	**0**	4	95%	97%	97%
Jobseeker's Allowance	142	0	**3**	3	95%	100%	98%
State Pension	33	1	**3**	4	97%	97%	88%
State Pension Credit	216	6	**3**	9	95%	97%	96%
Attendance Allowance	36	0	**0**	0	98%	100%	100%
Bereavement Benefit	62	0	**0**	0	97%	100%	100%
Carer's Allowance	60	0	**4**	4	98%	100%	93%
Industrial Injuries Disablement Benefit	15	0	**3**	3	96%	100%	80%
Maternity Allowance	120	0	**0**	0	98%	100%	100%
Social Fund (Compilation)	48	1	**0**	1	95%	98%	98%

Appendix 3

Clearance Times

Benefit	Target 2013/2014	Year to date performance at March 2014	Variance against target March 2014
AA (Claims) AA (Special Rules) AA (Appeals)	23 days (PM) 4 days (PM) 40 days	26 2 14	-3 +2 +26
DLA (Claims) DLA (Special Rules) DLA (Appeals)	37 days (BP) 4 days (PM) 40 days	35 3 14	+2 +1 +26
IB (Claims) IB (Appeals)	N/A N/A	* 28	* –
ESA (Claims) ESA (Changes) ESA (Appeals)	14 days (BP) 4 days (PM) 45 days (PM)	12 2 60	+2 +2 -15
IIB (Claims) IIB (Appeals)	55 days (PM) 90% in 90 days	49 100%	+6 +10%
CA (Claims)	21 days (PM)	20	+1
IS (Claims) IS (Changes) IS/JSA/SF (Appeals)	8 days (BP) 4 days (PM) 40 days (PM)	7 3 22	+1 +1 +18
JSA (Claims) JSA (Changes)	11 days (BP) 4 days (PM)	10 3	+1 +1
State Pension (Claims) State Pension (Changes)	7 days (BP) **3 days (PM)	6 **	+1 **
State Pension Credit (Claims) State Pension Credit (Changes)	9 days (BP) 4 days (PM)	7 3	+2 +1
IS/JSA/Overpayment Processing	15 days (PM)	11	+4
Budgeting Loans	4 days (PM)	3	+1
Community Care Grants	12 days (PM)	7	+5
Crisis Loans	2 days (PM)	1	+1
Funeral Payments	11 days (PM)	8	+3
Sure Start Maternity Grants	5 days (PM)	3	+2
Social Fund Reviews	10 days (PM)	6	+4

Key To Targets

PM = Performance Measure
BP = Business Plan

Clearance times, are reported in Actual Average Clearance Times for 2013 / 2014, there are no longer any targets for IB. * No new IB customers so no claims figure. ** Data unavailable

Appendix 4

Extract from Income Support (General) Regulations (Northern Ireland) 1987 (Legislation governing "persons from abroad" for the purposes of Income Support)

"Special cases: supplemental—persons from abroad

21AA. — (1) "Person from abroad" means, subject to the following provisions of this regulation, a claimant who is not habitually resident in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland.

(2) No claimant shall be treated as habitually resident in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland unless he has a right to reside in (as the case may be) the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland other than a right to reside which falls within paragraph (3).

(3) A right to reside falls within this paragraph if it is one which exists by virtue of, or in accordance with, one or more of the following—

(a) regulation 13 of the Immigration (European Economic Area) Regulations 2006;

(b) regulation 14 of those Regulations, but only in a case where the right exists under that regulation because the claimant is—

(i) a jobseeker for the purpose of the definition of "qualified person" in regulation 6(1) of those Regulations, or

(ii) a family member (within the meaning of regulation 7 of those Regulations) of such a jobseeker;

(c) Article 6 of Council Directive No. 2004/38/EC; or

(d) Article 39 of the Treaty establishing the European Community (in a case where the claimant is a person seeking work in the United Kingdom, the Channel Islands, the Isle of Man or the Republic of Ireland).

(4) A claimant is not a person from abroad if he is—

(a) a worker for the purposes of Council Directive No. 2004/38/EC;

(b) a self-employed person for the purposes of that Directive;

(c) a person who retains a status referred to in sub-paragraph (a) or (b) pursuant to Article 7(3) of that Directive;

(d) a person who is a family member of a person referred to in sub-paragraph (a), (b) or (c) within the meaning of Article 2 of that Directive;

(e) a person who has a right to reside permanently in the United Kingdom by virtue of Article 17 of that Directive;

(f) a person who is treated as a worker for the purpose of the definition of "qualified person" in regulation 6(1) of the Immigration (European Economic Area) Regulations 2006 pursuant to—

(i) regulation 5 of the Accession (Immigration and Worker Registration) Regulations 2004 (application of the 2006 Regulations in relation to a national of the Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Slovenia, or the Slovak Republic who is an "accession State worker requiring registration"),

(ii) regulation 6 of the Accession (Immigration and Worker Authorisation) Regulations 2006 (right of residence of a Bulgarian or Romanian who is an "accession State national subject to worker authorisation");

(g) a refugee within the definition in Article 1 of the Convention relating to the Status of Refugees done at Geneva on 28th July 1951, as extended by Article 1(2) of the Protocol relating to the Status of Refugees done at New York on 31st January 1967;

(h) a person who has exceptional leave to enter or remain in the United Kingdom granted outside the rules made under section 3(2) of the Immigration Act 1971;

(hh) a person who has humanitarian protection granted under those rules;

(i) a person who is not a person subject to immigration control within the meaning of section 115(9) of the Immigration and Asylum Act and who is in the United Kingdom as a result of his deportation, expulsion or other removal by compulsion of law from another country to the United Kingdom;

(j) a person in Northern Ireland who left the territory of Montserrat after 1st November 1995 because of the effect on that territory of a volcanic eruption, or;

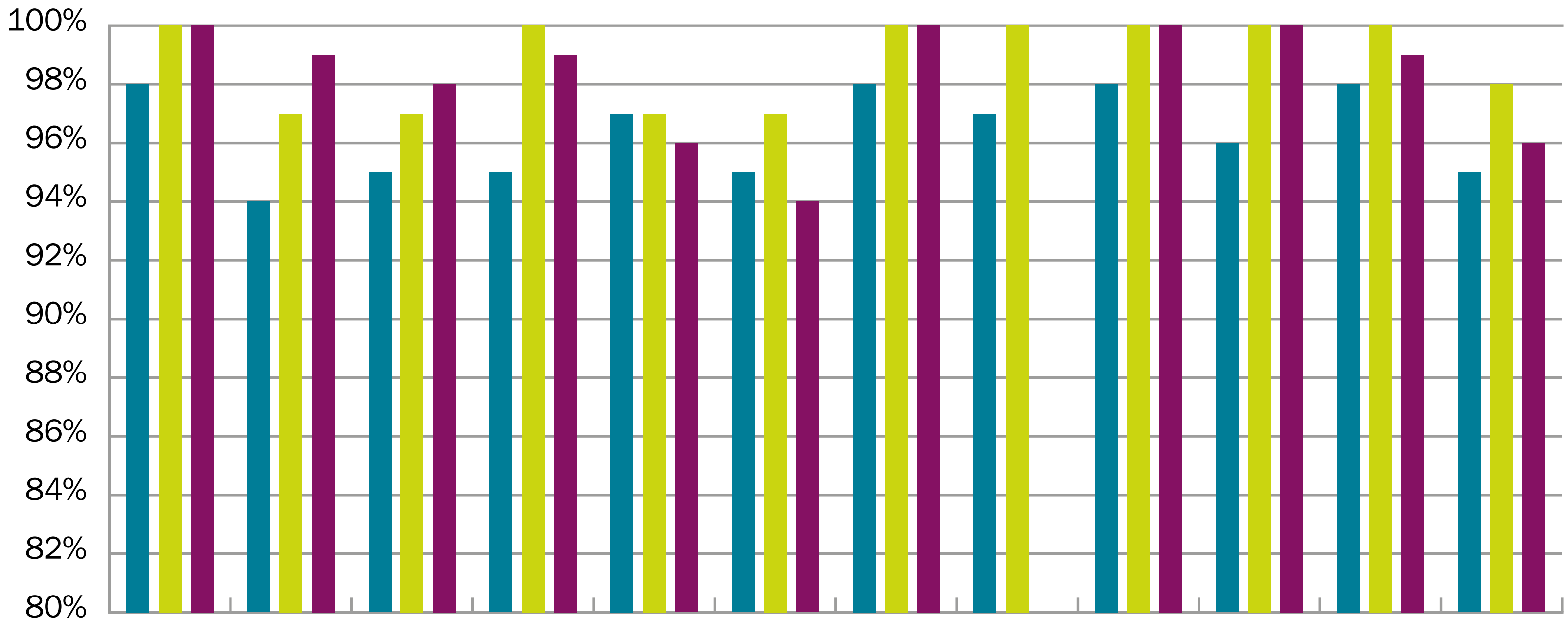
(k) a person who—

(i) arrived in Great Britain on or after 28th February 2009 but before 18th March 2011;

(ii) immediately before arriving there had been resident in Zimbabwe; and

(iii) before leaving Zimbabwe had accepted an offer, made by Her Majesty's Government, to assist that person to move to and settle in the United Kingdom."

Decision making standards versus benchmarks: 2012 and 2013



	DLA	ESA	IS	JSA	SP	SPC	AA	BB	CA	IIDB	MA	SF (Comp)
Decision making Benchmark	98%	94%	95%	95%	97%	95%	98%	97%	98%	96%	98%	95%
Decision making Standard 2013	100%	97%	97%	100%	97%	97%	100%	100%	100%	100%	100%	98%
Decision making Standard 2012	100%	99%	98%	99%	96%	94%	100%	—	100%	100%	99%	96%

Type of decision making errors

Benefit	Decision making Comment Rate %	Evidence		Determination of Questions		Findings of Fact		Interpretation and Application of the Law		Evidence Received After Date of Decision – Not Actioned		Total Number of Errors
		Number of Errors	Percentage of Overall Errors	Number of Errors	Percentage of Overall Errors	Number of Errors	Percentage of Overall Errors	Number of Errors	Percentage of Overall Errors	Number of Errors	Percentage of Overall Errors	
Employment and Support Allowance	3%	2	50%			2	50%					4
Income Support	3%			1	25%	2	50%	1	25%			4
State Pension	3%							1	100%			1
State Pension Credit	3%	5	83%	1	17%							6
Social Fund (Compilation)	2%					1	100%					1

Appendix 7

Estimated Monetary Value of Error Information 2013 for Disability Living Allowance, Employment and Support Allowance, Income Support, Jobseeker's Allowance, State Pension and State Pension Credit

Benefit	Estimated Annual Monetary Value of Error	Overpayments	Underpayments	Total Expenditure	Estimated Financial Error Rate
Disability Living Allowance	£3,754,931	£1,885,017	£1,869,914	£886,543,993	0.4%
Employment and Support Allowance	£14,593,457	£8,256,902	£6,336,555	£468,689,101	3.1%
Income Support	£2,305,298	£1,267,206	£1,038,093	£244,925,310	0.9%
Jobseeker's Allowance *	£2,609,067	£1,697,520	£911,547	£231,778,710	1.1%
State Pension	£4,631,904	£574,828	£4,057,076	£1,963,548,513	0.2%
State Pension Credit	£9,651,681	£6,140,262	£3,511,419	£327,464,655	2.9%

*includes training monies

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