



First Release

16th June 2011

Coverage: Great Britain
Theme: Social and Welfare

Fraud and Error in the Benefit System: Preliminary 2010/11 Estimates

High level estimates of the levels of fraud and error in the benefit system in Great Britain are published today. These are available on the Department for Work and Pensions website at:

http://statistics.dwp.gov.uk/asd/asd2/index.php?page=fraud_error

The publication includes the preliminary 2010/11 estimate of total overpayments and underpayments across the benefit system as well as individual preliminary estimates for Income Support, Jobseeker's Allowance, Pension Credit and Incapacity Benefit for 2010/11 (based on October 2009 to September 2010 sample data and 2010/11 expenditure). Detailed tables will follow within a week.

Preliminary 2010/11 estimates for Housing Benefit are not yet available. Instead all Housing Benefit figures quoted below, or included with the total figures, are based on April 2009 to March 2010 sample data and 2010/11 expenditure.

We will publish a full National Statistics report as soon as we can, including updated Housing Benefit and total figures.

Headline results

Estimates of Fraud and Error across all benefits in 2010/11

The estimate of total overpayments due to fraud and error across all benefits is £3.4bn. This is 2.2% of total benefit expenditure, which was £154bn in 2010/11.

It is estimated that 0.9%, or £1.3bn, of total benefit expenditure was underpaid due to error.

Estimates of the individual benefits in 2010/11

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

- 4.4%, or £350m, of Income Support expenditure has been overpaid;
 - 6.5%, or £290m, of Jobseeker's Allowance expenditure has been overpaid;
 - 6.0%, or £500m, of Pension Credit expenditure has been overpaid;
 - 2.4%, or £130m, of Incapacity Benefit expenditure has been overpaid;
 - 4.7%, or £1030m, of Housing Benefit expenditure has been overpaid.
-
- 1.1%, or £90m, of Income Support expenditure has been underpaid;
 - 0.3%, or £20m, of Jobseeker's Allowance expenditure has been underpaid;
 - 2.1%, or £180m, of Pension Credit expenditure has been underpaid;
 - 0.7%, or £40m, of Incapacity Benefit expenditure has been underpaid;
 - 1.5%, or £320m, of Housing Benefit expenditure has been underpaid.

DWP Department for
Work and Pensions

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Comparisons with previous estimates

We now compare the new preliminary 2010/11 estimates with the previously published 2009/10, 2008/9 and 2007/8 estimates.

Fraud and Error across all benefits

- The central estimate for the percentage of total benefit expenditure overpaid in 2010/11 is 2.2% which is the same level as the estimate for 2009/10. Previous overpayment estimates for 2007/08 and 2008/09 were 2.0% and 2.2% respectively.
- The estimated value of overpayments has increased from £3.3bn in 2009/10 to £3.4bn in 2010/11. This is due to the increase in benefit expenditure from £148bn to £154bn. Previous overpayment estimates for 2007/08 and 2008/09 were £2.6bn and £2.9bn respectively.
- The central estimate for the percentage of total benefit expenditure underpaid in 2010/11 is 0.9% which is the same level as the estimate for 2009/10. Previous estimates for 2007/08 and 2008/09 were 0.9% for both years.
- The estimated value of underpayments is £1.3bn in 2010/11 which is the same level as the estimate for 2009/10. Previous estimates for 2007/08 and 2008/09 were £1.1bn and £1.2bn respectively.

Fraud and Error overpayments across individual benefits

- The central estimate for the percentage of Income Support benefit expenditure overpaid has decreased from 5.4% in 2009/10 to 4.4% in 2010/11, and from £460m to £350m.
- The central estimate for the percentage of Jobseeker's Allowance benefit expenditure overpaid has increased from 5.8% in 2009/10 to 6.5% in 2010/11, and from £270m to £290m.
- The central estimate for the percentage of Pension Credit benefit expenditure overpaid has increased from 5.9% in 2009/10 to 6.0% in 2010/11, and from £480m to £500m.
- The central estimate for the percentage of Incapacity Benefit expenditure overpaid has decreased from 2.8% in 2009/10 to 2.4% in 2010/11, and from £170m to £130m.
- The central estimate for the percentage of total Housing Benefit expenditure overpaid has remained at 4.7% in 2010/11 because we have not updated this figure from 2009/10. The value has increased from £950m to £1030m, due to the increase in benefit expenditure.

None of the changes above are statistically significant.

The attached Annex provides more detailed tables and charts



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Delay to the preliminary 2010/11 Housing Benefit Fraud and Error statistics

Preliminary 2010/11 estimates for Housing Benefit are not yet available. Therefore Housing Benefit figures are based on the most recent data available (April 2009 to March 2010 sample data and new 2010/11 expenditure). Housing Benefit results are late because of knock-on delays from the last publication.

As we have virtually all the information, we have been able to calculate valid global estimates of Fraud and Error. This press release allows us to release our provisional global estimates plus all of the other information that has been finalised.

Notes for Editors

1. The high level estimates being published are National Statistics and as such are produced to the high professional standards set out in the National Statistics Code of Practice. These estimates have regular quality assurance reviews to ensure that they continue to meet customer needs.

2. The full National Statistics report "Fraud and Error in the Benefit System: Preliminary 2010/11 Estimates" will be published when it is available at: http://statistics.dwp.gov.uk/asd/asd2/index.php?page=fraud_error



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ANNEX

Important Note:

Below are the global preliminary 2010/11 estimates of fraud and error overpayments and underpayments. The continuously reviewed benefit estimates are based on data covering the sample period October 2009-September 2010 and 2010/11 expenditure, apart from Housing Benefit which is based on data covering the sample period April 2009-March 2010 and expenditure for 2010/11, as new estimates for October 2009-September 2010 are not available yet. This is also applicable for the unreviewed Council Tax Benefit estimate which is based on Housing Benefit data.

Therefore provisional Housing Benefit and Council Tax Benefit estimates are included in the global estimates below. Final estimates will be published once they are available.

Table A: Estimated Total Overpayments in 2010/11

Estimated overpayments in 2010/11	Expenditure	Fraud & Error	Fraud	Customer Error	Official Error	Last measured				
Continuously reviewed										
Income Support	£7.9bn	4.4%	£350m	2.4%	£190m	1.1%	£90m	0.9%	£70m	Oct 09 - Sep 10
Jobseeker's Allowance	£4.5bn	6.5%	£290m	4.1%	£180m	0.3%	£20m	2.1%	£100m	Oct 09 - Sep 10
Pension Credit ¹	£8.3bn	6.0%	£500m	2.3%	£190m	1.7%	£140m	2.0%	£170m	Oct 09 - Sep 10
Housing Benefit ²	£21.6bn	4.7%	£1030m	1.2%	£270m	2.8%	£610m	0.7%	£150m	Apr 09 - Mar 10
Incapacity Benefit ³	£5.6bn	2.4%	£130m	0.3%	£20m	0.9%	£50m	1.2%	£70m	Oct 09 - Sep 10
Instrument of Payment			£0m		£0m					Oct 09 - Sep 10
Occasionally reviewed										
Disability Living Allowance ⁴	£12.0bn	1.9%	£220m	0.5%	£60m	0.6%	£70m	0.8%	£90m	Apr 04 - Mar 05
Retirement Pension ^{5,6}	£69.9bn	0.1%	£100m	0.0%	£0m	0.1%	£60m	0.1%	£40m	Apr 05 - Mar 06
Carer's Allowance	£1.6bn	5.5%	£90m	3.9%	£60m	1.0%	£20m	0.6%	£10m	Apr 96 - Mar 97
Interdependencies ⁷			£40m		£10m		£10m		£20m	Apr 10 - Mar 11
Unreviewed										
Unreviewed (excl. CTB) ^{8,9}	£17.2bn	2.3%	£400m	0.9%	£160m	0.6%	£100m	0.8%	£130m	
Council Tax Benefit ¹⁰	£5.0bn	4.2%	£210m	1.1%	£50m	2.4%	£120m	0.7%	£30m	Apr 09 - Mar 10
Total¹¹	£153.6bn	2.2%	£3.4bn	0.8%	£1.2bn	0.8%	£1.3bn	0.6%	£0.9bn	
Range ¹²		(1.9,2.6)	(2.9,3.9)	(0.6,1.1)	(1.0,1.6)	(0.7,1.1)	(1.0,1.6)	(0.5,0.8)	(0.7,1.2)	

Notes:

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

1 Minimum Income Guarantee expenditure is no longer included with Pension Credit. MIG expenditure has been moved to "Unreviewed".

2 Discretionary housing payments (DHP) expenditure is no longer included with Housing Benefit. DHP expenditure has been moved to "Unreviewed".

3 All IB figures are taken from IB continuous measurement exercises for the period October 2009 to September 2010. IB continuous measurement commenced in 2008/09. Prior to this, IB customer error and fraud were last reviewed in 2000/01 via a National Benefit Review exercise, whereas official error exercises (i.e. Short-Term Benefit Reviews) have been carried out each year between 2000/01 and 2009/10. This is the last report in which IB will be continuously measured.

4 The 2004/05 Disability Living Allowance (DLA) National Benefit Review identified cases where the change in customer's needs had been so gradual that it would be unreasonable to expect them to know at which point their entitlement to DLA might have changed. These cases do not result in a recoverable overpayment as we cannot identify when the change occurred. Because legislation requires the Secretary of State to prove that entitlement to DLA is incorrect, rather than requiring the customer to inform us that their needs have changed, cases in this sub-category are legally correct. The difference between what customers in these cases are receiving in DLA and related premiums in other benefits and what they would receive if their benefit was reassessed was estimated to be around £0.6 billion (+/-£0.2 billion). This component is not included in the total above.

5 The 2005/06 Retirement Pension pilot National Benefit Review identified around £30 million of overpayments due to non-notification of death to the International Pension Centre. These have been included as customer error in this table, although a small amount may be fraudulent.

6 Official error estimates for Retirement Pension are derived from continuous measurement exercises in the period October 2009 - September 2010.

7 "Interdependencies" is an estimate of the knock-on effects of DLA overpayments on caring and disability premiums on income-related benefits, which depend on the rate of DLA in payment.

8 The rate of fraud and error on unreviewed benefits has been estimated. Where suitable proxies exist, percentage-of-expenditure results from reviewed benefits that are similar are used. Where such proxies are not available the average of all measured benefits has been used.

9 Social Fund Official Error has been measured since 2008/09. Social Fund Official Error estimates are derived from continuous measurement exercises in the period October 2009 - September 2010. It is estimated that 3.9% of expenditure was overpaid corresponding to £17m of net 2010/11 expenditure. The confidence intervals surrounding this estimate were [3.1%-4.7%] or [£14m-£21m]. Fraud and customer error continue to be unmeasured and are estimated using a proxy.

10 The estimate of fraud and error in Council Tax Benefit (CTB) is based on the results of measurement of HB, adjusted to account for the greater proportion of pensioners in receipt of CTB.

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

12 Approximate 95% confidence intervals are given. These allow for non-sample error in periodically reviewed benefits and the additional uncertainty that comes from the use of older measurements.

Table B: Estimated Total Underpayments in 2010/11

Estimated underpayments in 2010/11	Expenditure	Fraud & Error	Fraud	Customer Error	Official Error	Last measured				
Continuously reviewed										
Income Support	£7.9bn	1.1%	£90m	0.0%	£0m	0.5%	£40m	0.5%	£40m	Oct 09 - Sep 10
Jobseeker's Allowance	£4.5bn	0.3%	£20m	0.1%	£0m	0.1%	£10m	0.2%	£10m	Oct 09 - Sep 10
Pension Credit ¹	£8.3bn	2.1%	£180m	0.0%	£0m	0.9%	£70m	1.2%	£100m	Oct 09 - Sep 10
Housing Benefit ²	£21.6bn	1.5%	£320m	0.0%	£0m	1.1%	£240m	0.4%	£90m	Apr 09 - Mar 10
Incapacity Benefit ³	£5.6bn	0.7%	£40m	0.0%	£0m	0.0%	£0m	0.7%	£40m	Oct 09 - Sep 10
Occasionally reviewed										
Disability Living Allowance	£12.0bn	2.5%	£300m	0.0%	£0m	2.4%	£290m	0.1%	£10m	Apr 04 - Mar 05
Retirement Pension ⁴	£69.9bn	0.1%	£100m	0.0%	£0m	0.0%	£0m	0.1%	£100m	Apr 05 - Mar 06
Carer's Allowance	£1.6bn	0.1%	£0m	0.0%	£0m	0.1%	£0m	0.0%	£0m	Apr 96 - Mar 97
Unreviewed										
Unreviewed (ex CTB) ^{5,6}	£17.2bn	1.3%	£220m	0.0%	£0m	1.0%	£170m	0.3%	£50m	
Council Tax Benefit ⁷	£5.0bn	1.3%	£70m	0.0%	£0m	0.9%	£50m	0.4%	£20m	Apr 09 - Mar 10
Total⁸	£153.6bn	0.9%	£1.3bn	0.0%	£0.0bn	0.6%	£0.9bn	0.3%	£0.5bn	
Range⁹		(0.6,1.1)	(1.0,1.8)	(0.0,0.0)	(0.0,0.0)	(0.3,0.8)	(0.5,1.3)	(0.2,0.4)	(0.3,0.6)	

Notes:

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

1 Minimum Income Guarantee is no longer included with Pension Credit as MIG expenditure has been moved to "Unreviewed Benefits".

2 Discretionary housing payments (DHP) expenditure is no longer included with Housing Benefit as DHP expenditure has been moved to "Unreviewed Benefits".

3 All IB figures are taken from IB continuous measurement exercises for the period October 2009 to September 2010. IB continuous measurement commenced in 2008/09. Prior to this, IB customer error and fraud were last reviewed in 2000/01 via a National Benefit Review exercise, whereas official error exercises (i.e. Short-Term Benefit Reviews) have been carried out each year between 2000/01 and 2009/10. This is the last report in which IB will be continuously measured.

4 Official error estimates for Retirement Pension are derived from continuous measurement exercises in the period October 2009 - September 2010.

5 The rate of fraud and error on unreviewed benefits has been estimated. Where suitable proxies exist, percentage-of-expenditure results from reviewed benefits that are similar are used. Where such proxies are not available the average of all measured benefits has been used.

6 Official Error estimates for Social Fund are derived from continuous measurement exercises in the period October 2009 - September 2010. It is estimated that 0.6% of expenditure was underpaid corresponding to £3m of net expenditure in 2010-11. The confidence intervals surrounding this estimate were [0.4%-1%] or [£2m-£4m]. Fraud and customer error continue to be unmeasured and are estimated using a proxy.

7 The estimate of fraud and error in Council Tax Benefit (CTB) is based on the results of measurement of HB, adjusted to account for the greater proportion of pensioners in receipt of CTB.

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

9 Approximate 95% confidence intervals are given. These allow for non-sample error in periodically reviewed benefits and the additional uncertainty that comes from the use of older measurements.

Estimated Total Overpayments and Underpayments Over Time

Important Note:

The new preliminary 2010/11 overpayment and underpayment total estimates are based on data covering the sample period October 2009-September 2010 and 2010/11 expenditure for the individual benefits, apart from Housing Benefit which is based on data covering the sample period April 2009-March 2010 and expenditure for 2010/11, as new estimates for October 2009-September 2010 are not available yet. Separate Housing Benefit tables have not been provided for this reason.

Table 1: Total Overpayments since 2005/06

Total Overpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.6%	0.6%	0.6%	0.8%	0.8%	0.8%
	£0.6bn	£0.8bn	£0.8bn	£1.0bn	£1.1bn	£1.2bn
Customer Error	0.8%	0.8%	0.7%	0.8%	0.8%	0.8%
	£1.0bn	£0.9bn	£0.8bn	£1.1bn	£1.2bn	£1.3bn
Official Error	0.7%	0.8%	0.7%	0.6%	0.6%	0.6%
	£0.9bn	£0.9bn	£0.9bn	£0.8bn	£1.0bn	£0.9bn
TOTAL	2.1%	2.2%	2.0%	2.2%	2.2%	2.2%
	£2.5bn	£2.6bn	£2.6bn	£2.9bn	£3.3bn	£3.4bn
EXPENDITURE	£116.2bn	£119.8bn	£125.9bn	£135.7bn	£148.0bn	£153.6bn

Table 2: Income Support Overpayments since 2005/06

Income Support Overpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	2.2%	2.6%	2.5%	2.9%	2.4%	2.4%
	£200m	£240m	£220m	£250m	£210m	£190m
Customer Error	1.5%	1.2%	1.2%	1.2%	1.5%	1.1%
	£140m	£110m	£110m	£110m	£130m	£90m
Official Error	1.4%	1.4%	1.3%	1.4%	1.4%	0.9%
	£140m	£130m	£120m	£130m	£120m	£70m
TOTAL	5.1%	5.2%	5.0%	5.5%	5.4%	4.4%
	£480m	£470m	£450m	£480m	£460m	£350m
EXPENDITURE	£9.4bn	£9.0bn	£8.9bn	£8.8bn	£8.5bn	£7.9bn

Table 3: Jobseeker's Allowance Overpayments since 2005/06

JSA Overpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	1.4%	2.6%	2.8%	2.8%	3.6%	4.1%
	£30m	£60m	£60m	£80m	£170m	£180m
Customer Error	0.5%	0.4%	0.2%	0.2%	0.4%	0.3%
	£10m	£10m	£10m	£10m	£20m	£20m
Official Error	1.9%	2.0%	1.2%	2.4%	1.8%	2.1%
	£40m	£50m	£30m	£70m	£80m	£100m
TOTAL	3.9%	5.0%	4.2%	5.4%	5.8%	6.5%
	£90m	£120m	£90m	£160m	£270m	£300m
EXPENDITURE	£2.3bn	£2.4bn	£2.2bn	£2.9bn	£4.8bn	£4.5bn

Note: The total overpayment expenditure in the preliminary 2010/11 estimates are based on early provisional expenditure data and so differ slightly from the JSA total in Table A above.

Table 4: Income Support and Jobseeker's Allowance Overpayments since 2005/06

IS and JSA Overpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	2.0%	2.6%	2.5%	2.8%	2.8%	3.0%
	£240m	£300m	£280m	£330m	£370m	£370m
Customer Error	1.3%	1.0%	1.0%	1.0%	1.1%	0.8%
	£150m	£110m	£120m	£110m	£150m	£100m
Official Error	1.5%	1.5%	1.3%	1.7%	1.5%	1.3%
	£180m	£170m	£140m	£200m	£200m	£170m
TOTAL	4.9%	5.1%	4.9%	5.5%	5.5%	5.2%
	£570m	£590m	£540m	£640m	£730m	£640m
EXPENDITURE						
	£11.6bn	£11.5bn	£11.1bn	£11.7bn	£13.3bn	£12.4bn

Table 5: Pension Credit Overpayments since 2005/06

Pension Credit Overpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.8%	1.9%	1.1%	1.5%	1.9%	2.3%
	£50m	£130m	£80m	£110m	£150m	£190m
Customer Error	1.5%	1.3%	1.4%	1.5%	1.7%	1.7%
	£100m	£90m	£110m	£120m	£140m	£140m
Official Error	2.4%	2.1%	2.6%	2.1%	2.3%	2.0%
	£160m	£150m	£200m	£160m	£190m	£170m
TOTAL	4.7%	5.3%	5.1%	5.1%	5.9%	6.0%
	£310m	£370m	£380m	£390m	£480m	£500m
EXPENDITURE						
	£6.5bn	£7.0bn	£7.5bn	£7.8bn	£8.2bn	£8.3bn

Table 6: Incapacity Benefit Overpayments since 2008/09

Incapacity Benefit Overpayments	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	1.0%	0.5%	0.3%
	£70m	£30m	£20m
Customer Error	0.6%	0.6%	0.9%
	£40m	£40m	£50m
Official Error	1.8%	1.7%	1.2%
	£120m	£100m	£70m
TOTAL	3.4%	2.8%	2.4%
	£220m	£170m	£130m
EXPENDITURE			
	£6.6bn	£6.2bn	£5.6bn

Note: Customer error and fraud estimates were not produced before 2008/09, only official error estimates were.

Table 7: Total Underpayments since 2005/06

Total Underpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	£0.0bn	£0.0bn	£0.0bn	£0.0bn	£0.0bn	£0.0bn
Customer Error	0.5%	0.5%	0.5%	0.5%	0.6%	0.6%
	£0.5bn	£0.6bn	£0.6bn	£0.7bn	£0.8bn	£0.9bn
Official Error	0.4%	0.3%	0.4%	0.4%	0.3%	0.3%
	£0.4bn	£0.4bn	£0.4bn	£0.5bn	£0.5bn	£0.5bn
TOTAL	0.8%	0.8%	0.9%	0.9%	0.9%	0.9%
	£1.0bn	£1.0bn	£1.1bn	£1.2bn	£1.3bn	£1.3bn
EXPENDITURE	£116.2bn	£119.8bn	£125.9bn	£135.7bn	£148.0bn	£153.6bn

Table 8: Income Support Underpayments since 2005/06

Income Support Underpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%
	£0m	£10m	£0m	£10m	£0m	£0m
Customer Error	0.5%	0.5%	0.6%	0.6%	0.5%	0.5%
	£40m	£40m	£50m	£50m	£40m	£40m
Official Error	0.8%	0.7%	0.7%	0.7%	0.6%	0.5%
	£80m	£60m	£60m	£70m	£50m	£40m
TOTAL	1.3%	1.2%	1.3%	1.4%	1.1%	1.1%
	£120m	£110m	£120m	£120m	£90m	£90m
EXPENDITURE	£9.4bn	£9.0bn	£8.9bn	£8.8bn	£8.5bn	£7.9bn

Table 9: Jobseeker's Allowance Underpayments since 2005/06

JSA Underpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%
	£0m	£0m	£0m	£0m	£0m	£0m
Customer Error	0.1%	0.0%	0.1%	0.1%	0.2%	0.1%
	£0m	£0m	£0m	£0m	£10m	£10m
Official Error	0.4%	0.3%	0.2%	0.2%	0.4%	0.2%
	£10m	£10m	£0m	£10m	£20m	£10m
TOTAL	0.6%	0.4%	0.3%	0.4%	0.6%	0.3%
	£10m	£10m	£10m	£10m	£30m	£20m
EXPENDITURE	£2.3bn	£2.4bn	£2.2bn	£2.9bn	£4.8bn	£4.5bn

Table 10: Income Support and Jobseeker's Allowance Underpayments since 2005/06

IS and JSA Underpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%
	£0m	£10m	£0m	£10m	£0m	£10m
Customer Error	0.4%	0.4%	0.5%	0.4%	0.4%	0.4%
	£40m	£40m	£60m	£50m	£50m	£50m
Official Error	0.8%	0.6%	0.6%	0.6%	0.5%	0.4%
	£90m	£70m	£70m	£70m	£70m	£50m
TOTAL	1.2%	1.1%	1.1%	1.1%	0.9%	0.8%
	£140m	£120m	£130m	£130m	£130m	£100m
EXPENDITURE	£11.6bn	£11.5bn	£11.1bn	£11.7bn	£13.3bn	£12.4bn

Table 11: Pension Credit Underpayments since 2005/06

Pension Credit Underpayments	2005/06	2006/07	2007/08	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	£0m	£0m	£0m	£0m	£0m	£0m
Customer Error	0.3%	0.3%	0.4%	0.5%	1.0%	0.9%
	£20m	£20m	£30m	£40m	£80m	£70m
Official Error	1.4%	1.3%	1.2%	1.1%	1.2%	1.2%
	£90m	£90m	£90m	£90m	£100m	£100m
TOTAL	1.7%	1.5%	1.6%	1.6%	2.2%	2.1%
	£110m	£110m	£120m	£130m	£180m	£180m
EXPENDITURE	£6.5bn	£7.0bn	£7.5bn	£7.8bn	£8.2bn	£8.3bn

Table 12: Incapacity Benefit Underpayments since 2008/09

Incapacity Benefit Underpayments	2008/09	2009/10 Last published full year	Preliminary 2010/11 New results
Fraud	0.0%	0.0%	0.0%
	£0.0m	£0.0m	£0.0m
Customer Error	0.1%	0.0%	0.0%
	£0.0m	£0.0m	£0.0m
Official Error	0.7%	0.8%	0.7%
	£40m	£50m	£40m
TOTAL	0.7%	0.8%	0.7%
	£40m	£50m	£40m
EXPENDITURE	£6.6bn	£6.2bn	£5.6bn

Note: Customer error and fraud estimates were not produced before 2008/09, only official error estimates were.