



Department
for Work &
Pensions

Department for Work and Pensions Equality Information (Customer Data)

Report under the Public Sector Equality Duty

July 2016

Contents

List of figures by departmental headline indicator	3
Introduction	4
The legal requirements.....	4
Our overall approach.....	5
Information about our policies and services.....	6
Strategic objective 1: running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment.....	10
Indicator 1: the overall UK employment rate	10
Indicator 2: the employment rate of disabled people	16
Indicator 3: the percentage of young people not in full-time education who are in employment.....	22
Indicator 4: the number of people on key out-of-work benefits	28
Strategic objective 2: increasing saving for, and security in, later life.....	41
Indicator 5: Number of eligible employees in a pension scheme sponsored by their employer.....	41
Indicator 6: percentage of pensioners with a low income.....	45
Strategic objective 3: creating a fair and affordable welfare system that improves the life chances of children and adults	51
Indicator 7: forecast spending within the welfare cap	51
Indicator 8: percentage of children living in workless households.....	51
Strategic objective 4: delivering outstanding service to our customers and claimants	56
Indicator 9: customer and claimant satisfaction of DWP services (%)	56
Indicator 10: percentage of key out-of-work benefits processed within planned timescales.....	61
Indicator 11: net benefit overpayments as a percentage of overall benefit expenditure	61
Links to additional information:	68

List of figures by departmental headline indicator

Figures	Headline indicator
figures 1.1 to 1.5	Overall UK employment rate
figures 2.1 to 2.4	Employment rate of disabled people
figures 3.1 to 3.4	Percentage of young people not in full-time education who are in employment
figures 4.1 to 4.11	Number of people on a key out-of-work benefit
figures 5.1 to 5.3	Number of eligible employees in a pension scheme sponsored by their employer
figures 6.1 to 6.4	Percentage of pensioners with a low income
not available	Forecast spending within the welfare cap
figures 8.1 to 8.3	Percentage of children living in workless households
figures 9.1 to 9.4	Customer and claimant satisfaction of DWP services (%)
not available	Percentage of key out-of-benefits processed within planned timescales
figures 11.1a to 11.1d figures 11.2a to 11.2d	Net benefit overpayments as a percentage of overall benefit expenditure

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 to:

- **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
- **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 including lack of belief
- sex
- sexual orientation
- 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 processes who share protected characteristics, for example, our customers and claimants. This information is included in this report by providing further breakdowns for our headline indicators which demonstrate our progress against our [Single Departmental Plan](#).
- information relating to our employees who share protected characteristics. This is published in a separate report which can be found [here](#).

We use this information to ensure that genuine consideration is given to the likely and actual effects of our policies and practices on people with protected characteristics.

This is our sixth report under this duty. Previous publications can be found for [January 2012](#), [July 2012](#), [July 2013](#), [July 2014](#) and [July 2015](#).

Our overall approach

Transparency is a key operating principle for our department; we want the information we provide to be easy to use and understand. 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**
- **links to other useful data tables and other information**

Our approach to engaging with people who use our services

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

We have a wide range of measures in place to engage with our customers and claimants and their representative groups. These include the traditional formal policy consultations but also more informal routes. We are also now making more use of digital and social media channels to engage with people who use our services.

Our approach to paying due regard

Since the introduction of the Public Sector Equality Duty in April 2011, we've worked closely with our stakeholders and the Government Equalities Office (GEO) to reduce bureaucracy. We've embedded and mainstreamed equality analysis into the processes we use to develop, deliver and evaluate our policies, processes and services. This ensures we give genuine and proportionate consideration to the likely and actual effects of what we do and, therefore, informs our decision-making processes.

Our approach to developing equality objectives

The Equality Act 2010 (Specific Duties) Regulations 2011 required us to set [measurable equality objectives](#) by 6 April 2012 and to refresh them at intervals of not less than 4 years.

Our equality objectives aim to address key equality issues for our customers, claimants and employees. They are embedded within our organisational aims and align with our [Single Departmental Plan](#). Our equality objectives are now under review and we will publish our equality objectives for 2016 to 2020 by the autumn 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: health.wellbeingandinclusion@dwp.gsi.gov.uk

Feedback

We will be reviewing the format of this report before the next publication with a view to streamlining it. We would welcome feedback, in particular on the sections readers find most useful. Please let us know your thoughts using the contact details above.

Information about our policies and services

Our [Single Departmental Plan](#), published on 19 February 2016, sets out our 4 strategic objectives for this Parliament and the 11 headline indicators against which we will demonstrate our progress.

Our strategic objectives are:

1. running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment
2. increasing saving for, and security in, later life
3. creating a fair and affordable welfare system which improves the life chances of children and adults
4. delivering outstanding services to our customer and claimants

Our headline indicators are:

Indicators	Data Source(s)	Time period and availability of information on protected characteristics
Running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment		
1. Overall UK employment rate	Labour Force Survey ¹ (LFS) and Annual Population Survey ² (APS)	<ul style="list-style-type: none"> • Latest data available at July 2016 covered Quarter 1 (January to March) 2016 (LFS) and Quarter 2 2015 to Quarter 1 2016 (APS). • Quarterly LFS data is released around 6 weeks after the reference period. • Annual APS data is released around 10 weeks after the reference period. • Splits are currently available by age, disability, ethnicity, gender and religion. • It is not yet possible to provide robust estimates for the sexual orientation group.
2. Employment rate of disabled people	Labour Force Survey (LFS) and Annual Population Survey (APS)	<ul style="list-style-type: none"> • Latest data available at July 2016 covered Quarter 1 2016 (LFS) and Quarter 2 2015 to Quarter 1 2016 (APS). • Quarterly LFS data is released around 6 weeks after the reference period. • Annual APS data is released around 10 weeks after the reference period. • This indicator covers disability. Splits are currently available by age, ethnicity, gender and religion.

¹ The **Labour Force Survey** (LFS) is a continuous household survey conducted by the Office for National Statistics. The main purpose of the survey is to provide information on the labour market, including employment, unemployment and economic activity rates. It also covers a range of related topics, such as earnings, qualifications, training and disability.

² The **Annual Population Survey** (APS) is a continuous statistical survey of households in the UK which builds on the Labour Force Survey by boosting the number of interviews in Great Britain.

		<ul style="list-style-type: none"> It is not yet possible to provide robust estimates for the sexual orientation group.
3. Percentage of young people not in full-time education who are in employment	Labour Force Survey (LFS) and Annual Population Survey (APS)	<ul style="list-style-type: none"> Latest data available at July 2016 covered Quarter 1 2016 (LFS) and Quarter 2 2015 to Quarter 1 2016 (APS). Quarterly LFS data is released around 6 weeks after the reference period. Annual APS data is released around 10 weeks after the reference period. This indicator covers age. Splits are currently available by disability, ethnicity, gender and religion. It is not yet possible to provide robust estimates for the sexual orientation group.
4. Number of people on key out-of-work benefits	<ul style="list-style-type: none"> DWP administrative data ONS Experimental Claimant Count 	<ul style="list-style-type: none"> Splits are currently available by age, gender and ethnicity. Latest data at May 2016 covered November 2015. Produced four times a year covering the months of February, May, August and November. Data are available with 6 months delay.
Increasing saving for, and security in, later life		
5. Number of eligible employees in a pension scheme sponsored by their employer	Annual Survey of Hours and Earnings (ASHE)	<ul style="list-style-type: none"> Splits are currently available by age and gender. Latest data available at 27 June 2016 covered 2015. A future iteration of the 'workplace pension participation and saving trends of eligible employees' official statistic, which has been collected from April 2011, will supplement this with data from the Family Resources Survey for religion or belief and sexual orientation.
6. Pensioners on a low income (%)	Family Resources Survey	<ul style="list-style-type: none"> Splits are currently available by age, disability, ethnicity and gender. Latest data available at June 2016 covered 2014-15. 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.

Creating a fair and affordable welfare system which improves the life chances of children and adults		
7. Forecast spending within the welfare cap	Data by protected characteristics is not appropriate for this indicator. The welfare cap applies to forecasts of spending from 2017-18 onwards. Consequently there is no retrospective data available.	
8. Children living in workless households (%)	Labour Force Survey (LFS) household data	<ul style="list-style-type: none"> • Latest household data available at July 2016 covered Quarter 4 (October to December) 2015. • Time series data are available for Quarter 2 and Quarter 4 each year, typically 2 to 4 months after the reference period. • Splits are currently available by age, ethnicity and gender of child. • Splits are not available by disability, religion or sexual orientation, because these questions are only directly asked of LFS respondents aged 16 years or over.
Delivering outstanding services to our customers and claimants		
9. Customer and claimant satisfaction of DWP services (%)	DWP Claimant Service and Experience Survey	<ul style="list-style-type: none"> • Splits are currently available by age, disability, ethnicity and gender. • Latest data available at July 2016 is from the 2015-16 DWP Claimant Service and Experience Survey
10. Percentage of key out-of-work benefits processed within planned timescales (%)	Data by protected characteristics is not appropriate for this indicator. The data is drawn directly from the Department's MISP system which simply supplies an aggregate count of claims cleared within particular timescales. It's not therefore possible to link with any claimant characteristics and can't be disaggregated.	
11. Net benefit overpayments as a percentage of overall benefit expenditure	DWP Monetary Value of Fraud and Error in the Benefits System national statistics	<ul style="list-style-type: none"> • Preliminary estimates for 2015-16 were published on 19 May 2016. These cover the period from October 2014 to September 2015. • Final estimates for 2015-16 will be published in November 2016. • Splits are currently available by age and gender.

Technical Note:

Many of the breakdowns contained in this report are based on data drawn from surveys or samples of the population.

In any survey/sampling exercise, the estimates derived from the sample may differ from what we would see if we examined the whole caseload. This means there is a level of uncertainty associated with some of the estimates.

Commentary on differences in trend or between groups will, therefore, refer to statistical significance when this uncertainty has been assessed. Something is said to be statistically significant if we are unlikely to have observed a difference by chance.

Strategic objective 1: running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment

Indicator 1: the overall UK employment rate

What does this tell us?

This indicator shows the UK employment rate for 16 to 64 year olds. It is measured by dividing the number of 16 to 64 years olds who are in employment by the total population of 16 to 64 year olds.

This indicator will demonstrate our department's success in improving the labour market while recognising the effect of a changing population size.

How will an improvement be shown?

Generally a statistically significant increase in this indicator will demonstrate an improvement in the labour market allowing for changes in the population. External factors such as economic conditions will need to be taken into account when interpreting changes to this indicator.

Other useful information

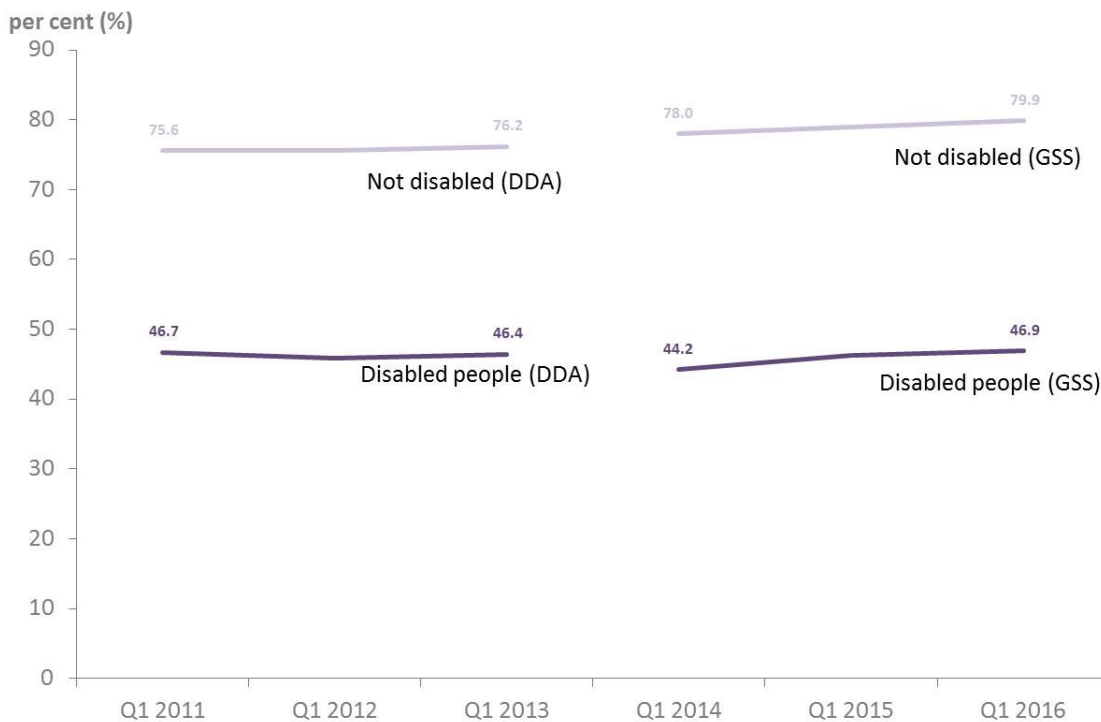
Where possible the data provided here matches the official published labour market statistics which can be found at: <https://www.ons.gov.uk/employmentandlabourmarket>

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

Annual estimates, from the Annual Population Survey, are provided for religion 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 Quarter 1 2011.

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

Figure 1.1: Proportion of 16 to 64 year old population in employment, with and without a disability, UK, Quarter 1 of each year (January to March) see note 1



Source: Labour Force Survey

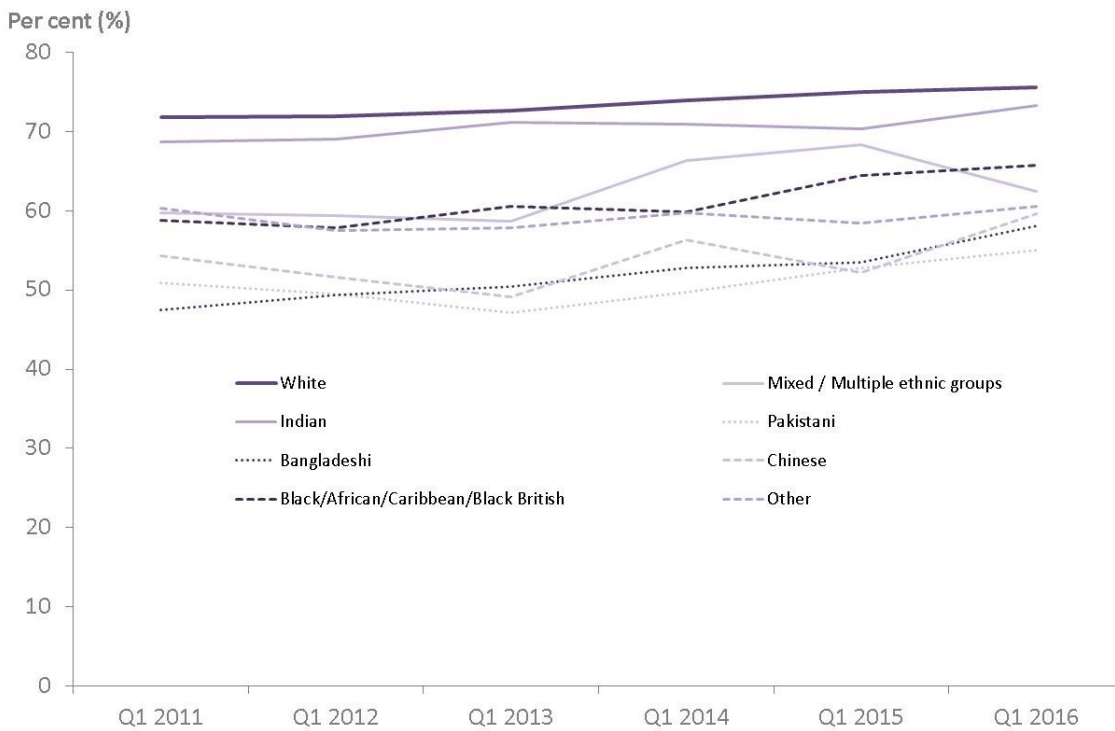
This equalities indicator replicates the disabled employment rate which is a separate indicator in our Single Departmental Plan (see indicator 2).

Key points:

- The proportion of people without a disability in work is 79.9% and with a disability in work is 46.9%. This is a statistically significant difference.
- The proportion of people in employment has increased for people with and without a disability over the last year, but the change is only statistically significant for those without a disability. However, the increase since 2014 is significant for both groups.

In Quarter 2 2013 the wording of the disability questions within the Labour Force Survey (LFS) questionnaire changed to bring them in line with the Government Statistical Service (GSS) Harmonised Standard for Disability, which is consistent with the core definition of disability in the Equality Act 2010. This led to step change in the levels of reporting disability and their composition (the proportion in employment). Therefore, LFS estimates of disability in Quarter 2 2013 onwards should not be compared directly with earlier years.

Figure 1.2: Proportion of 16 to 64 year old population in employment by ethnicity, UK, Quarter 1 of each year (January to March) see notes 1 and 2



Source: Labour Force Survey

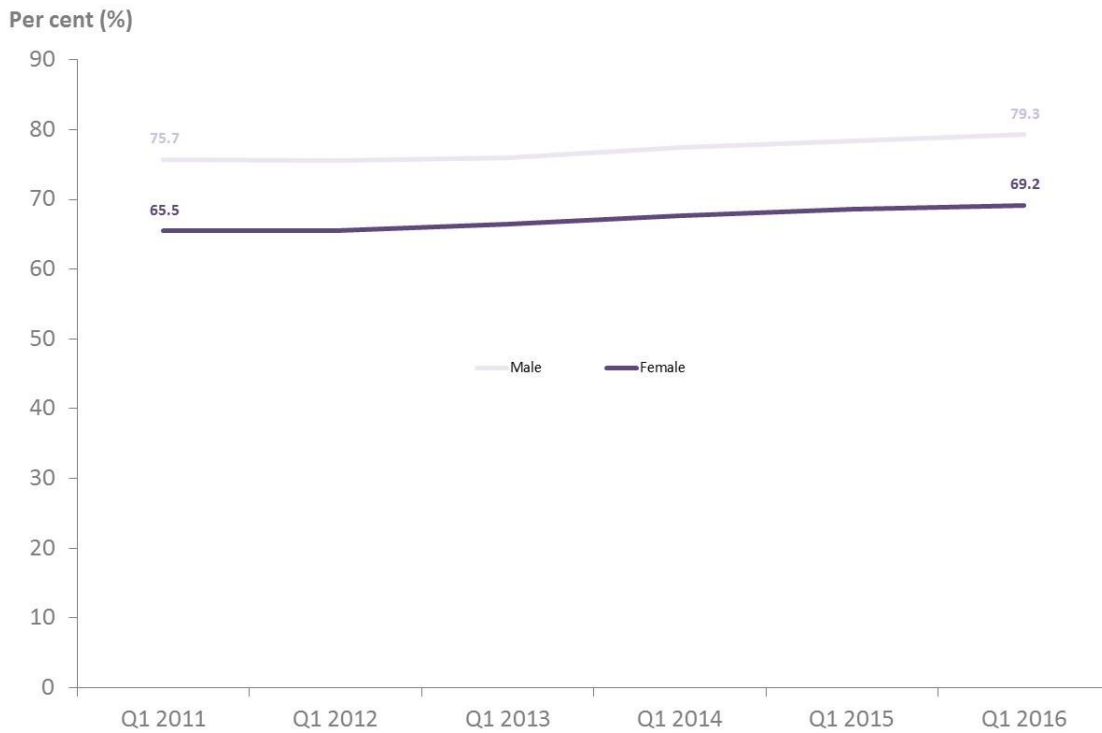
Key points:

- A higher proportion of people from the 'White' group are in employment compared to other ethnic groups.
- The 'Indian' group is higher than all other groups except the 'White' group by a statistically significant amount.

Comparisons over time should be treated with caution due to small sample sizes from some ethnic groups.

In April to June 2011 changes were made to the ethnicity questions to bring them in line with Scottish Census data collection. As a result there may be some inconsistencies with estimates for Quarter 1 2011 so these have been omitted from this dataset.

Figure 1.3: Proportion of 16 to 64 year old population in employment by gender, UK, seasonally adjusted data, Quarter 1 of each year (January to March)

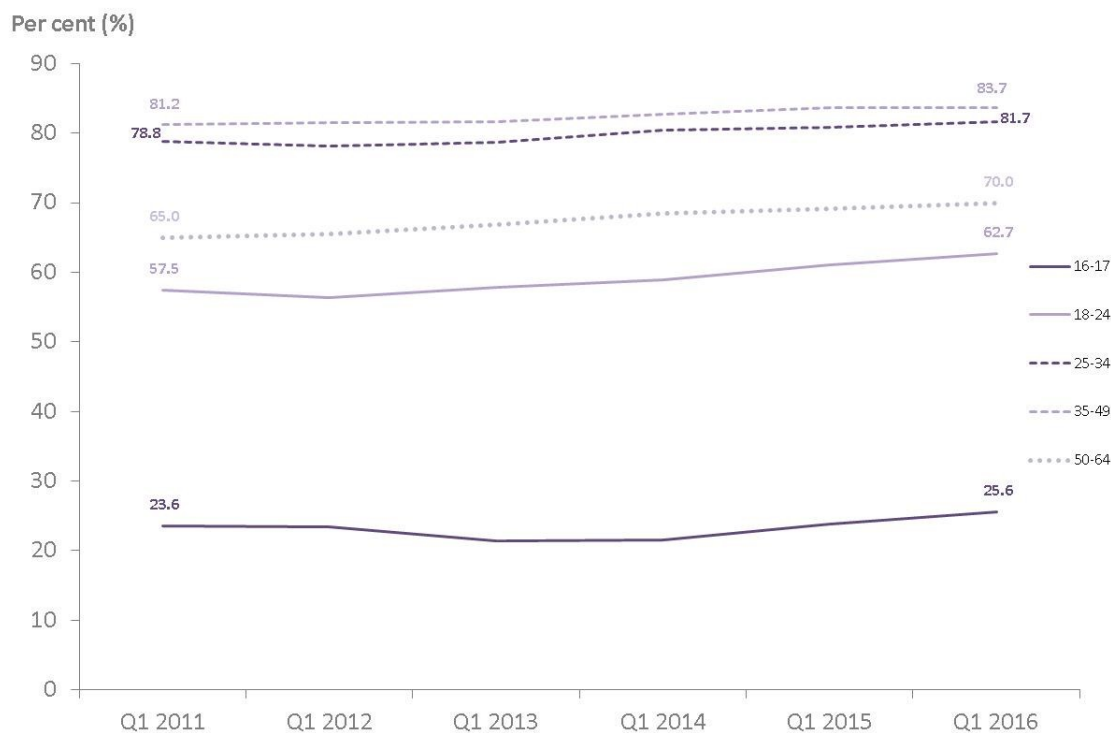


Source: Labour Force Survey

Key point:

- In 2016 the employment rate of men was 79.3% compared to 69.2% for women. This is a statistically significant difference.

Figure 1.4: Proportion of population in employment by age group, UK, seasonally adjusted data, Quarter 1 of each year (January to March)



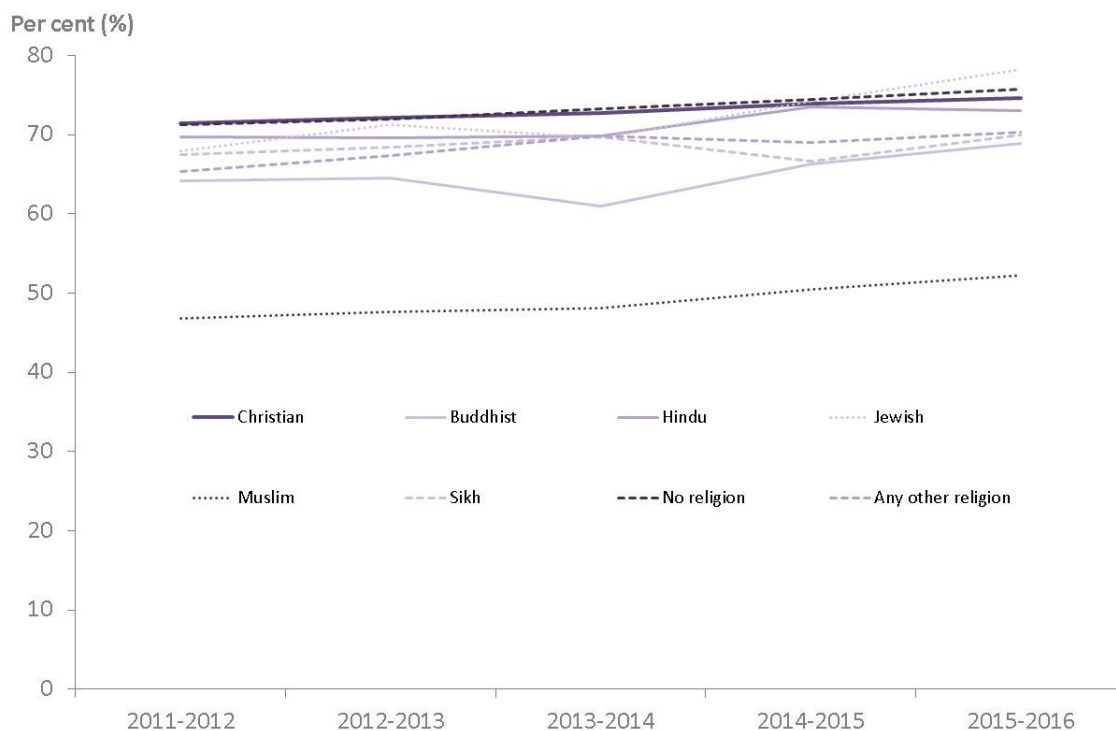
Source: Labour Force Survey

Key points:

- The 25 to 34, 35 to 49, and 50 to 64 years age groups are all statistically significantly different from each other, with the 35 to 49 years age group having the highest proportion of population in employment, and the 50 to 64 years age group having the lowest.
- Although the 25 to 34, 35 to 49, and 50 to 64 years age groups all increased in the last year, they were not statistically significant increases. However, there was a statistically significant increase from 2014 to 2016 for these 3 groups.

The age groups used here are consistent with the Labour Force Survey statistical tables produced by the Office for National Statistics. However, it should be noted that the 2 youth age groups '16-17' and '18-24' years will be heavily influenced by the number of individuals in full-time education. Therefore it would be misleading to draw conclusions from direct comparisons with the other age groups, but please see our indicator 3 for further information on young people. Likewise the indicator for those aged 65 years and over will be heavily influenced by the State Pension age. These 3 age groups are included in the supporting [Datasheets](#).

Figure 1.5: Proportion of 16 to 64 year old population in employment by religion, GB, annual data to Quarter 1 of each year see notes 1, 2 and 3



Source: Annual Population Survey

Key points:

- The proportion of people in work from the Muslim group is 52.3% which is lower than all other groups by a statistically significant amount.
- The proportion of people in work from the Jewish group is 78.2% which is the highest of all other groups. There is no statistically significant difference between the Jewish group and the Christian and 'no religion' groups.
- Of all the changes on the previous year, there is a statistically significant increase in the indicator for the Muslim, Christian and 'no religion' groups.
- From 2013-2014 to 2015-2016, all groups have seen a statistically significant increase in the indicator except for the Sikh and 'any other religion' group.

Notes (figures 1.1 to 1.5):

1. Estimates broken down by disability status, ethnic group and religion are not seasonally adjusted. Therefore they are not fully comparable with the overall indicator.
2. Comparable estimates are not available prior to April 2011 for ethnic group and religion, because the LFS questions were changed in 2011, in line with the 2011 Census.
3. The breakdown by religion is for GB rather than UK, because data on religion is not collected for those living in Northern Ireland.

Indicator 2: the employment rate of disabled people

What does this tell us?

This indicator shows what proportion of the 16 to 64 year old disabled population in the UK is in employment. From April 2013, disability is defined according to the Government Statistical Service (GSS) Harmonised Standard, which in turn is consistent with the core definition of disability in the Equality Act 2010.

People with a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities are defined as disabled under the Equality Act 2010.

How will an improvement be shown?

Generally, a statistically significant increase in this indicator will demonstrate an improvement in the labour market performance of disabled people.

External factors such as economic conditions will need to be taken into account when interpreting changes to this indicator.

Other useful information

The age and gender breakdowns are based on the Labour Force Survey (LFS) using Quarter 1 data from 2011 to 2016. The ethnicity and religion breakdowns are based on the Annual Population Survey data from Quarter 2 2011 to Quarter 1 2012 to Quarter 2 2015 to Quarter 1 2016, because the LFS data does not have large enough sample sizes to provide robust estimates. However, neither of these are consistent time series as the definition of disability was changed in 2013, and, therefore, comparisons before this time period should not be made.

The breakdown by religion is for Great Britain rather than the UK, because data on religion is not collected for people living in Northern Ireland.

The data are seasonally unadjusted and therefore only year on year comparisons should be made.

The supporting [Datashets](#) for this indicator are also available online.

Figure 2.1: the employment rate of disabled people by age See notes 1 to 3



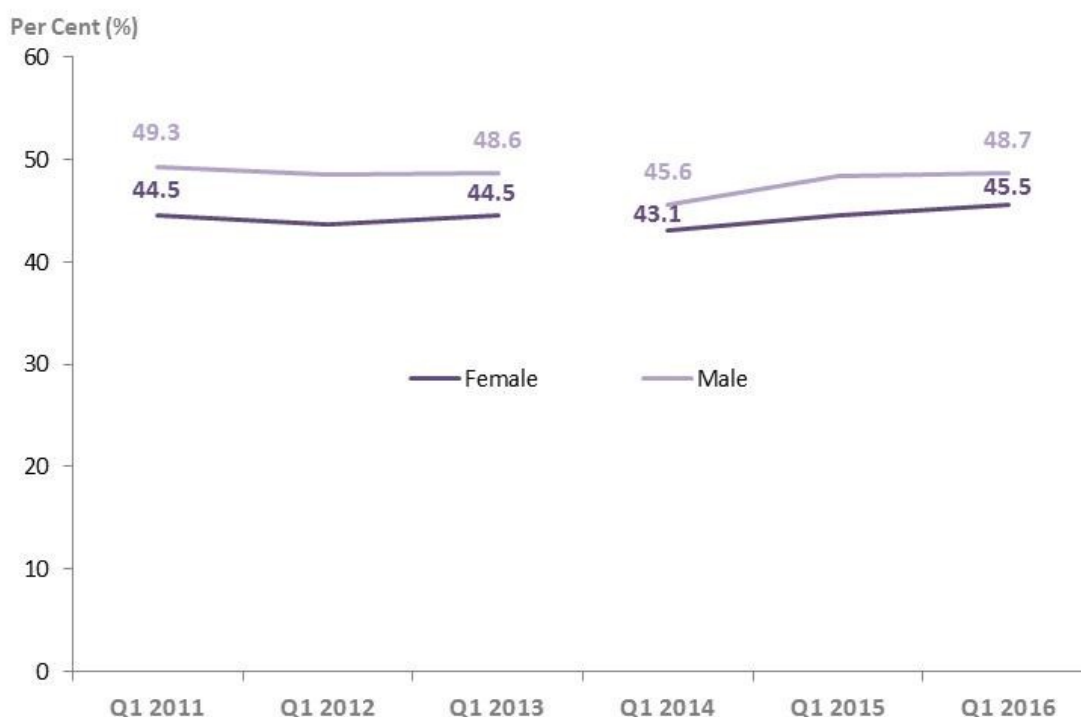
Source: Labour Force Survey

Key points:

- The employment rate for disabled people has increased since Quarter 1 2014 for all age groups.
- There was a statistically significant increase in the 25 to 34 year old age group. This group saw an increase of 6.6 percentage points from 50.2% in Quarter 1 2014 to 56.8% in Quarter 1 2016.

The age groups used here are consistent with the Labour Force Survey statistical tables produced by the Office for National Statistics. However, it should be noted that the 2 youth age groups '16-17' and '18-24' years will be heavily influenced by the number of individuals in full-time education. Therefore it would be misleading to draw conclusions from direct comparisons with the other age groups, but please see our indicator 3 for further information on young people.

Figure 2.2: the employment rate of disabled people by gender See note 1 to 3



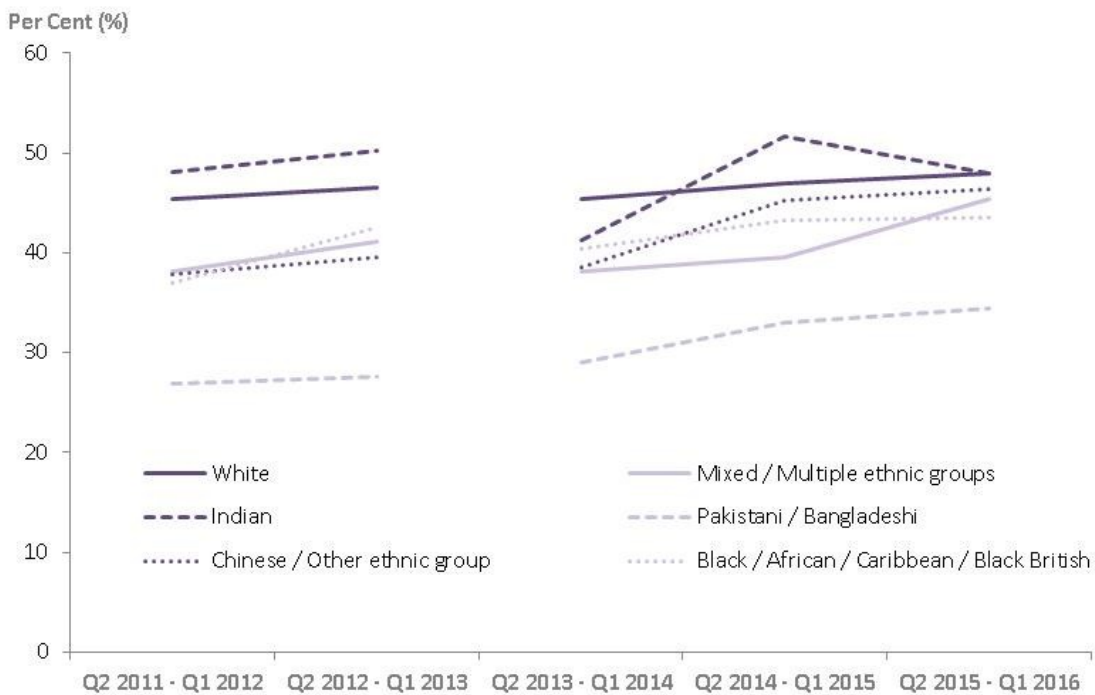
Source: Labour Force Survey

Key points:

- The employment rates of disabled people have seen statistically significant increases for both genders in the last 2 years.
- The employment rate increased by 3.1 percentage points for men (from 45.6% in Quarter 1 2014 to 48.7% in Quarter 1 2016) and 2.3³ percentage points for women (from 43.1% in Quarter 1 2014 to 45.5% in Quarter 1 2016).
- The employment rate remains higher for men with a disability (48.7%) than women with a disability (45.5%) in Quarter 1 2016.

³ Figures may not sum due to rounding

Figure 2.3: the employment rate of disabled people by ethnicity See notes 1 to 5

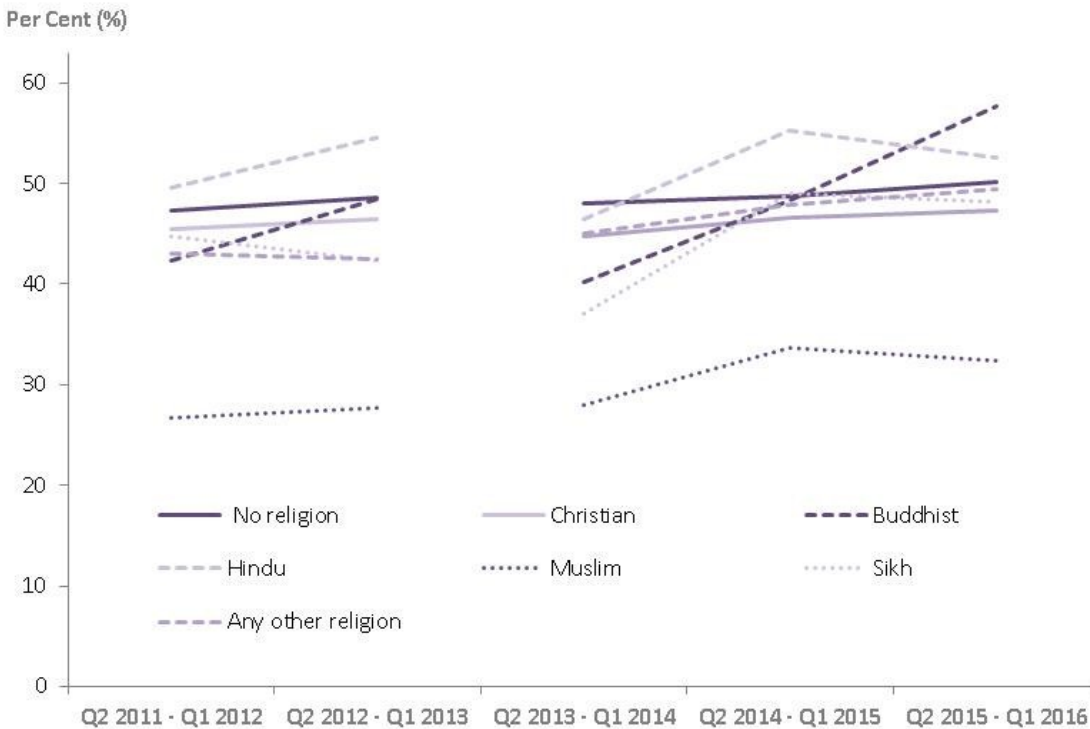


Source: Annual Population Survey

Key points:

- Over the last 2 years, there have been statistically significant increases in the employment rate of disabled people of all ethnicities except for the mixed / multiple ethnic groups and the Black / African / Caribbean / Black-British group.
- The employment rate of disabled people of Indian ethnicity increased from 41.3% in 2013-14 to 47.9% in 2015-16, an increase of 6.6 percentage points.

Figure 2.4: the employment rate of disabled people by religion See notes 1 to 4 and 6



Source: Annual Population Survey

Key points:

- Since 2013-14 there has been an overall statistically significant increase in the employment rates of disabled people of all religions except for the Hindu and ‘any other religion’ group.
- The employment rate of disabled people who reported to be Christian, increased from 44.7% in 2013-14 to 47.3% in 2015-16, an increase of 2.7 percentage points.

Due to small sample sizes there is limited available data for the Jewish group and therefore it has been excluded from the chart. Small sample sizes may also affect other groups, for example the Buddhist group, so should be treated with caution. Where sample sizes allow, the data is available in the supporting [Datasheets](#).

Notes (figures 2.1 to 2.4):

1. In Quarter 2 2013 the wording of the disability questions within the Labour Force Survey (LFS) questionnaire was changed, to bring it into line with the Government Statistical Service (GSS) Harmonised Standard for disability, which in turn is consistent with the core definition of disability in the Equality Act 2010. This led to a step change in the levels of reported disability and their composition (e.g. the proportion in employment). Therefore, LFS and APS estimates of disability for Quarter 2 2013 onwards should not be compared directly with earlier years.
2. Data is subject to sampling variation and is not seasonally adjusted.

3. Accuracy of estimates is affected by sample sizes.
4. Comparable estimates are not available prior to April 2011, because the LFS questions on ethnicity and religion were changed in 2011, in line with the 2011 Census.
5. Some ethnic groups have been combined in order to provide large enough sample sizes to produce reliable estimates.
6. The breakdown by religion is for Great Britain rather than the UK, because data on religion is not collected for people living in Northern Ireland.

Indicator 3: the percentage of young people not in full-time education who are in employment

What does this tell us?

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

This indicator will demonstrate our department's success in improving the percentage of young people in employment. However, 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 statistically significant increase in this indicator will demonstrate an improvement in the labour market position of young people. However, economic conditions will also need to be taken into account.

Other useful information

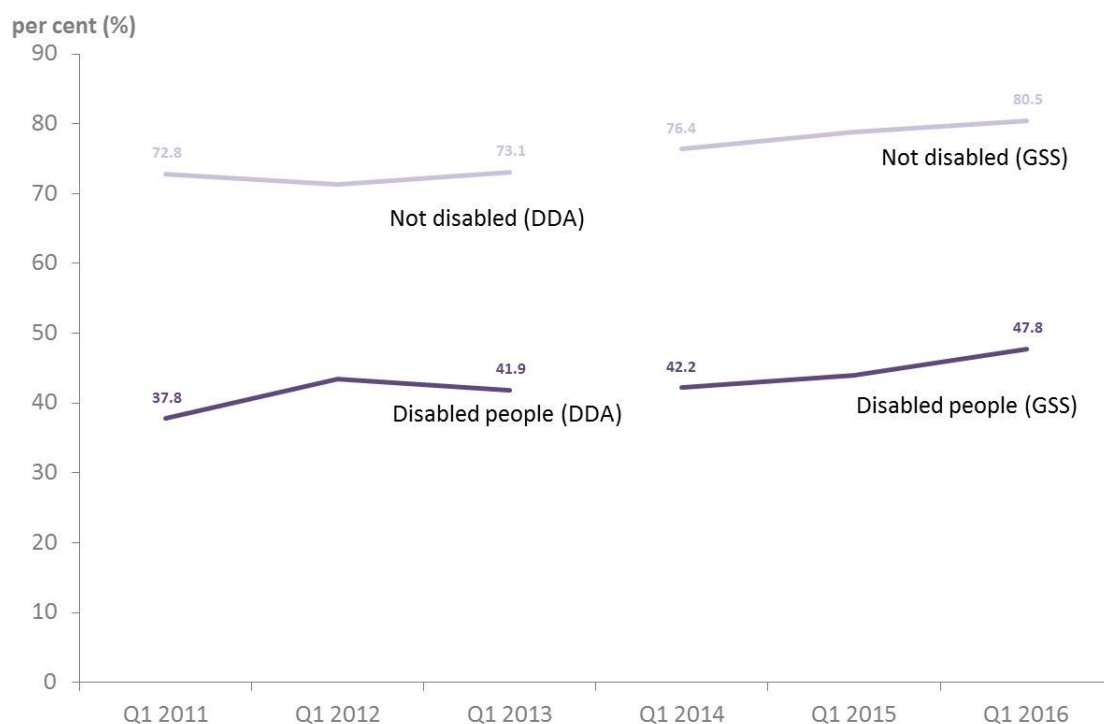
Where possible the data provided here matches the official published labour market statistics which can be found at: <https://www.ons.gov.uk/employmentandlabourmarket>

Annual estimates, from the Annual Population Survey, 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 questions in line with the 2011 Census, and so are not available for the year to Quarter 1 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, which does not provide robust estimates of labour market changes, so it is not yet possible to provide estimates for this group.

The supporting [Datashheets](#) for this indicator are also available online and provide comparable figures from our previous reports.

Figure 3.1: percentage of young people not in full-time education who are in employment by disability, UK, Quarter 1 of each year (January to March) See note 2



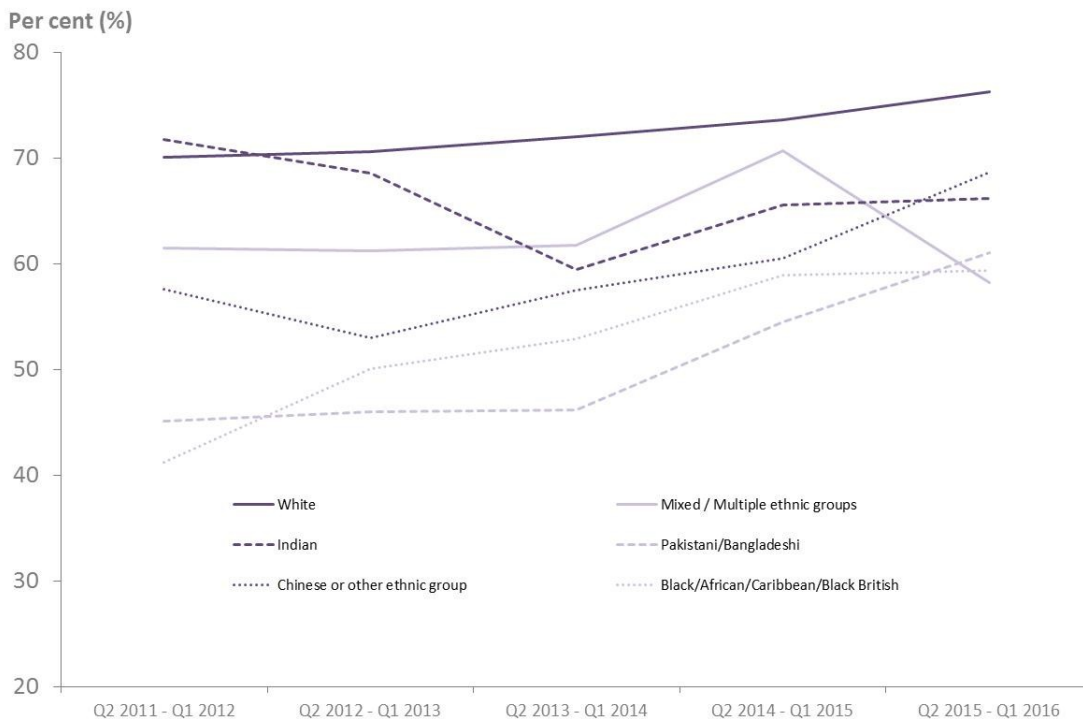
Source: Labour Force Survey

Key points:

- The proportion of young people with a disability not in full-time education who are in employment is 47.8% which is lower by a statistically significant amount compared to young people without a disability not in full-time education who are in employment.
- The proportion of young people without a disability not in full-time education who are in employment is 80.5%.
- The proportion of young people with a disability not in full-time education who are in employment has increased since 2014, but not by a statistically significant amount.

In Quarter 2 2013 the wording of the disability questions within the Labour Force Survey (LFS) questionnaire changed, to bring it into line with the Government Statistical Service (GSS) Harmonised Standard for Disability, which is consistent with the core definition of disability in the Equality Act 2010. This led to step change in the levels of reported disability and their composition (the proportion in employment). Therefore, LFS estimates of disability for Quarter 2 2013 onwards should not be compared directly with earlier years.

Figure 3.2: percentage of young people not in full-time education who are in employment by ethnicity, UK, annual data to Quarter 1 of each year See notes 2 to 4



Source: Annual Population Survey

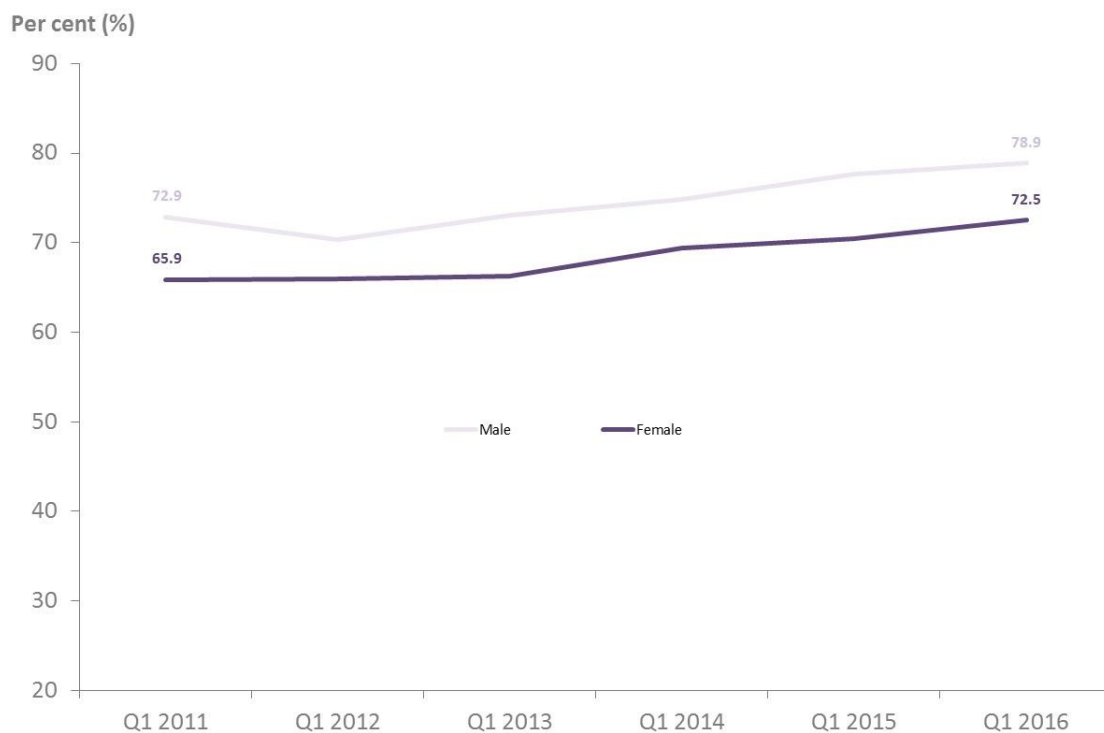
Key points:

- The proportion of young people not in full-time education who are in employment is higher in the White group than any other group by a statistically significant margin.
- There is limited evidence of any statistically significant differences between the other groups.

Comparisons over time should be treated with caution due to small sample sizes. Only the White group showed a statistically significant increase on the previous year, and only the mixed group showed a statistically significant decrease on the year. However given the small sample sizes, and the previous annual changes, the decrease in the proportion for the mixed group could be a false representation of the population as it has not fallen below 2011-2012 levels by a statistically significant amount.

Estimates by ethnicity 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.

Figure 3.3: percentage of young people not in full-time education who are in employment by gender, UK, Quarter 1 of each year (January to March) See note 1

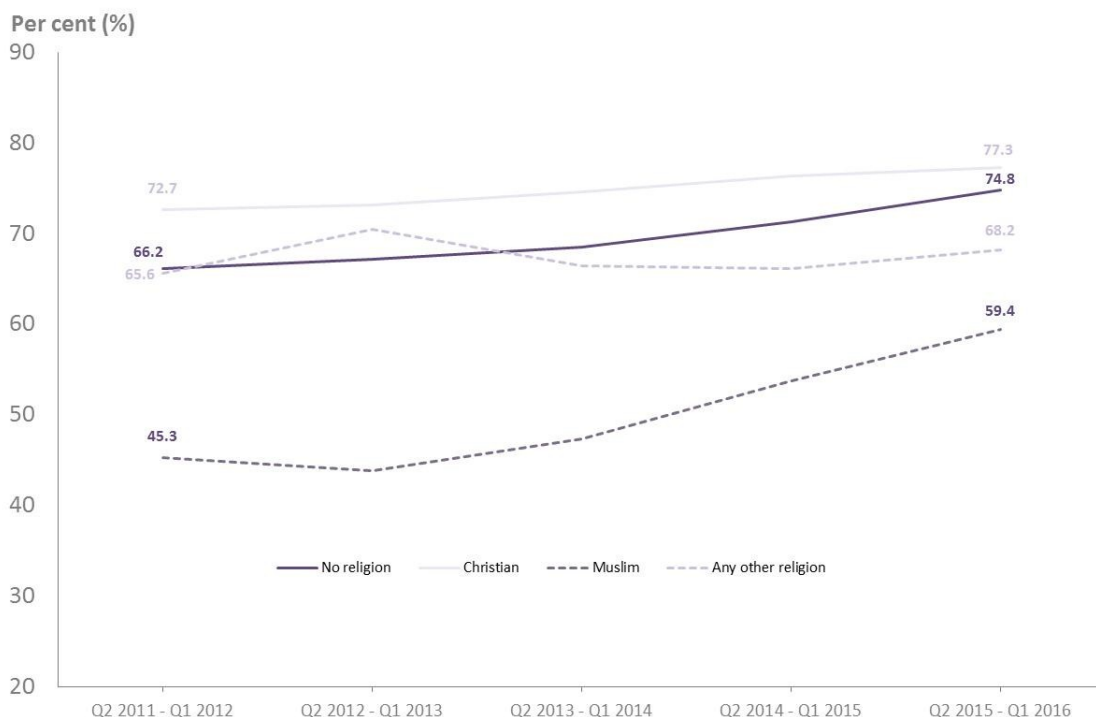


Source: Labour Force Survey

Key points:

- There are 78.9% of young males and 72.5% of young females not in full-time education who are in employment. The proportion of males is higher by a statistically significant amount.
- The proportion of young males and young females not in full-time education who are in employment has risen each year since 2013. However, there are statistically significant increases for males since 2013 and 2014, and for females since 2013.

Figure 3.4: percentage of young people not in full-time education who are in employment by religion, Great Britain, annual data to Quarter 1 of each year (January to March) See notes 2, 3 and 5



Source: Annual Population Survey

Estimates broken down by religion are based on small sample sizes and should be treated with caution.

Key points:

- 59.4% of young people not in full-time education in the Muslim group are in employment. This is lower than any other group by a statistically significant amount.
- 77.3% of young people not in full-time education in the Christian group are in employment. This is higher than any other group by a statistically significant amount.
- The indicator has increased since last year for all groups, but there was only a statistically significant increase for the 'no religion' group. Since 2011-2012 the 'no religion', Christian and Muslim groups have all increased by a statistically significant amount. The 'any other religion' group has increased since 2011-2012 but not by a statistically significant amount.

It should be noted that due to small sample sizes a number of smaller groups, including Buddhist, Hindu, Jewish and Sikh, have been combined into the 'any other religion' group. There was no clear evidence of any statistically significant differences or changes over time for the individual groups so combining these groups has no material effect.

Estimates by 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.

Notes (figures 3.1 to 3.4):

1. The breakdown by gender is fully comparable with the overall measure using the seasonally adjusted data published by the Office for National Statistics in their Labour Market Statistics bulletin, after apportioning of cases who do not report their education status.
2. The breakdowns by disability, ethnicity and religion are not fully comparable with the overall measure, because they are not seasonally adjusted and assume that cases who do not report their education status are in full-time education. [The impact of this assumption on 'All' young people is less than 0.1 percentage points].
3. Furthermore, the breakdowns by ethnicity and religion use APS data, because the quarterly LFS data used for the overall measure does not have large enough sample sizes to provide robust estimates for this indicator. Even with APS data, some groups have small sample sizes, so results should be interpreted with caution.
4. Some ethnic groups have been combined, and some religions, in order to provide large enough sample sizes to produce reliable estimates.
5. The breakdown by religion is for Great Britain rather than the UK, because data on religion is not collected for people living in Northern Ireland.

Indicator 4: the number of people 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
- Employment and Support Allowance/incapacity benefits
- lone parents receiving Income Support
- Universal Credit
- other people receiving income-related benefits (mainly Pension Credit recipients for men aged under State Pension age with the remainder in receipt of Income Support)

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.

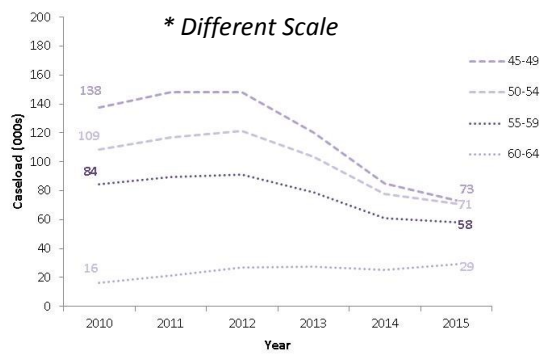
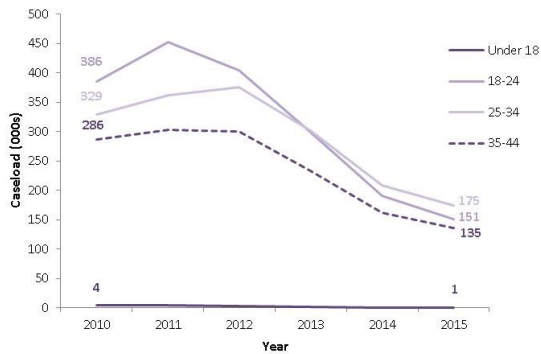
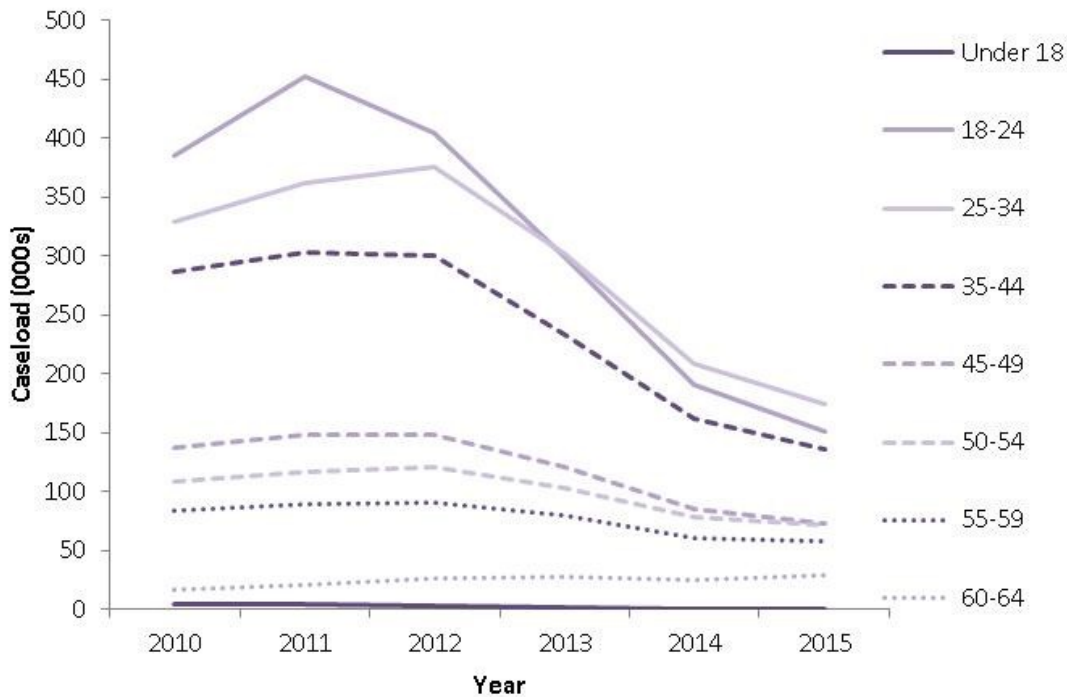
However, over the time period covered by this indicator, the department has enacted welfare reform changes that have changed the composition of certain benefits. The department has also stopped some employment programmes and introduced new programmes.

Other useful information

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

The supporting [Datasheets](#) for this indicator are also available online and provide comparable figures from our previous reports.

Figure 4.1: number on key out of work benefits by age, UK, working-age population, November 2010 to 2015 (in 1,000s) see notes 1, 2, 3 and 4

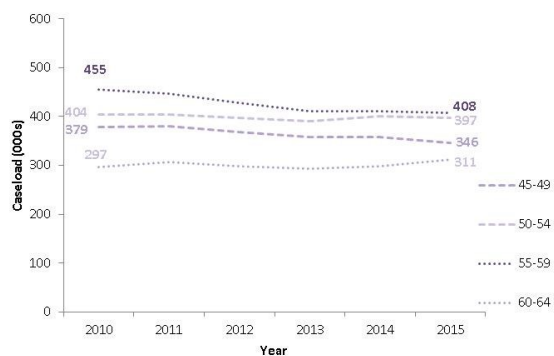
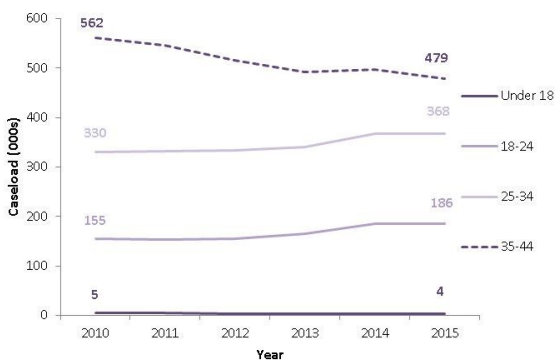
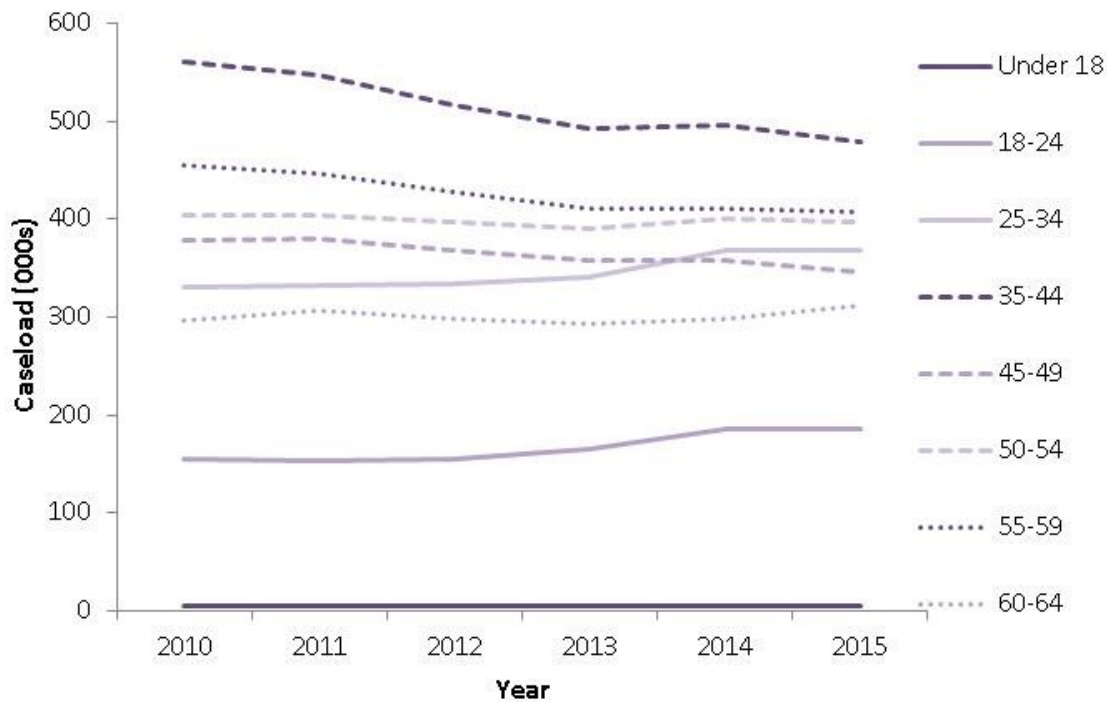


Source: DWP administrative data / ONS Claimant Count

Key points:

- In 2015 there was a continuing downward trend observed for all age groups excluding the 60 to 64 years age group.
- The 60 to 64 years age group showed a slight increase.

Figure 4.2: numbers on Employment and Support Allowance and incapacity benefits by age, Great Britain, working-age population, November 2010 to 2015 (in 1,000s) see notes 1, 2, 6 and 9

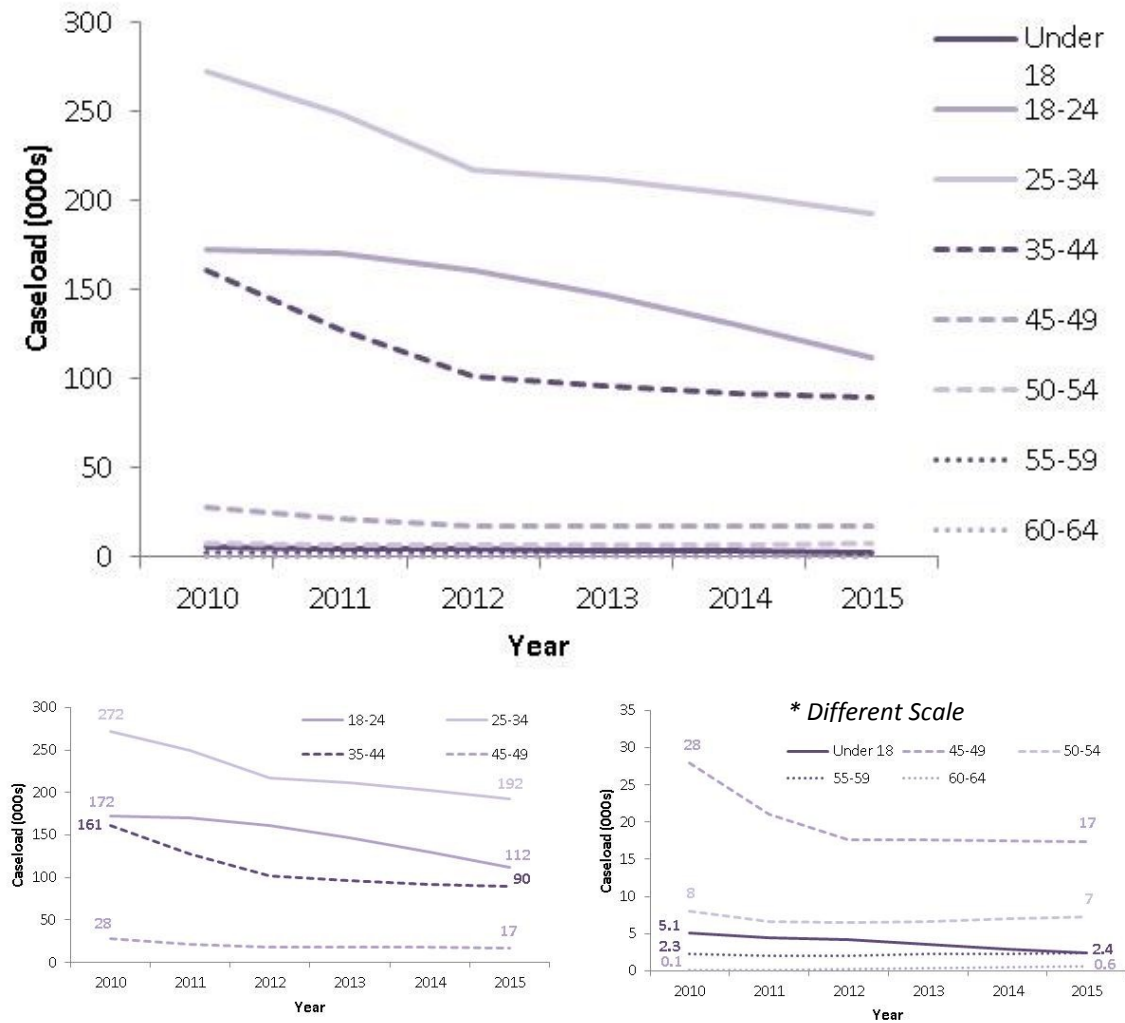


Source: DWP administrative data / ONS Claimant Count

Key points:

- Generally, the number of people on Employment and Support Allowance and incapacity benefits remained fairly steady for most age groups between November 2014 and November 2015.
- There were moderate falls for the age group 35 to 59 years and small increases in the age groups below 35 years and 60 to 64 years.

Figure 4.3: numbers of lone parents on Income Support by age, Great Britain, working-age population, November 2010 to 2015 (in 1,000s) see notes 1, 2 and 6

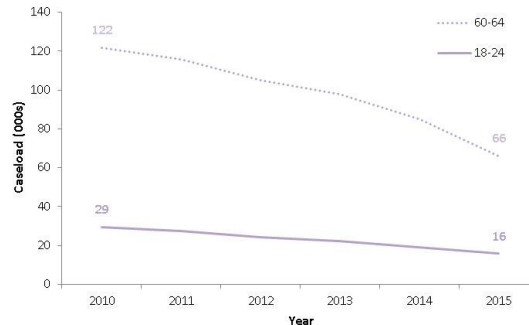
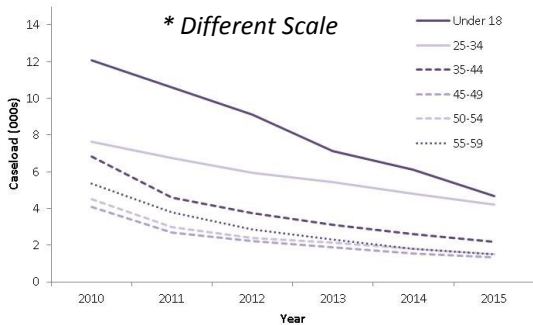
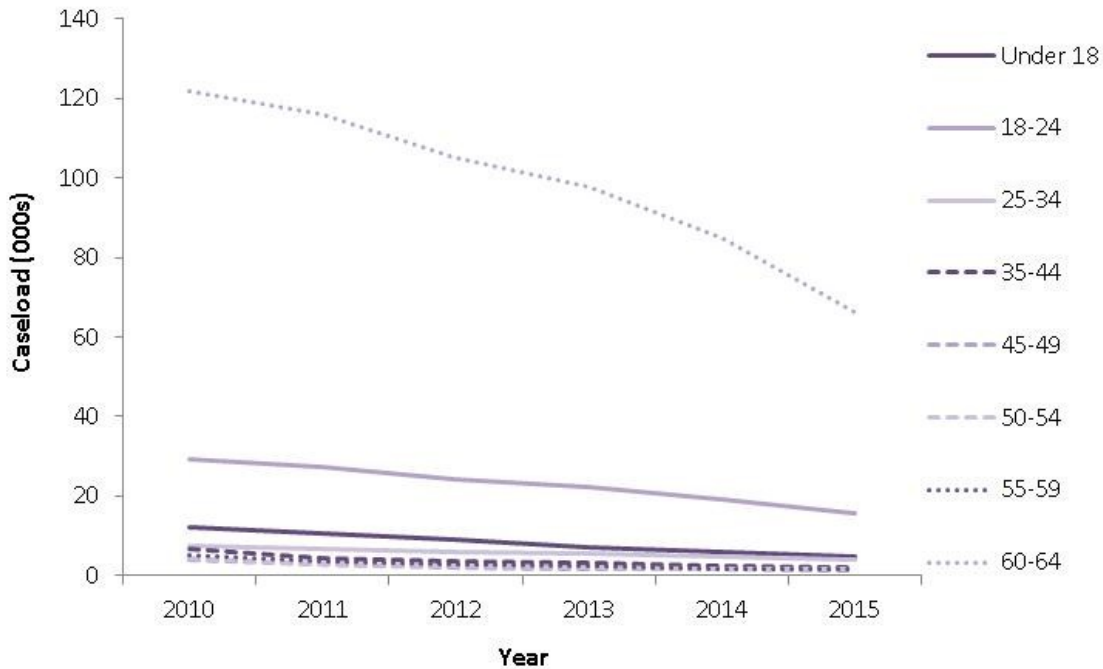


Source: DWP administrative data / ONS Claimant Count

Key points:

- The number of lone parents on Income Support aged 18 to 49 years has reduced each year since 2010.
- The number of lone parents aged 50 to 64 years rose slightly between November 2014 and November 2015.

Figure 4.4: ‘other’ people receiving income-related benefits (mainly Pension Credit recipients for men aged under State Pension age with the remainder in receipt of Income Support) by age group, Great Britain, November 2010 to 2015 (in 1,000s) see notes 1, 2, 7 and 8

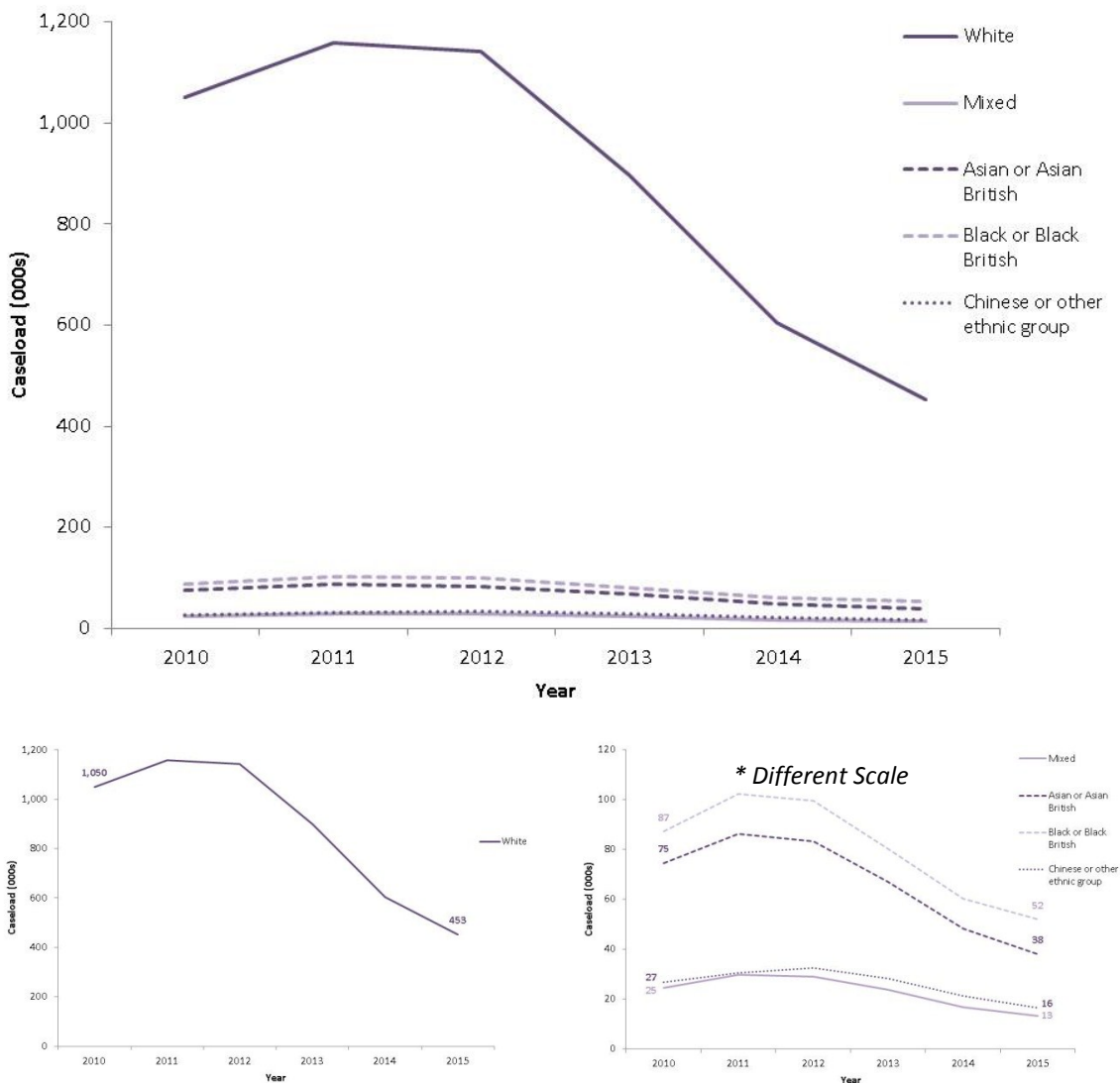


Source: DWP administrative data / ONS Claimant Count

Key point:

- In the ‘other’ claimant count category there has been a pattern of gradual falls for each age group between 2010 and 2015.

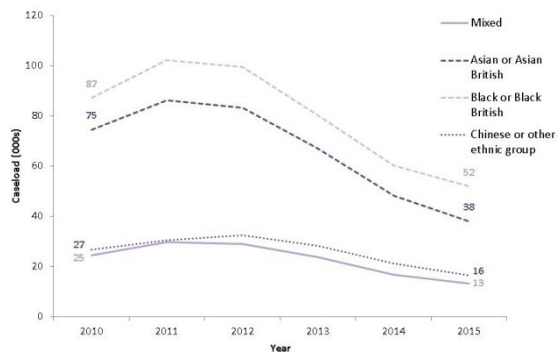
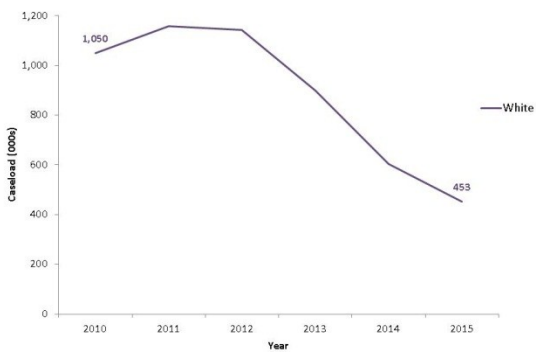
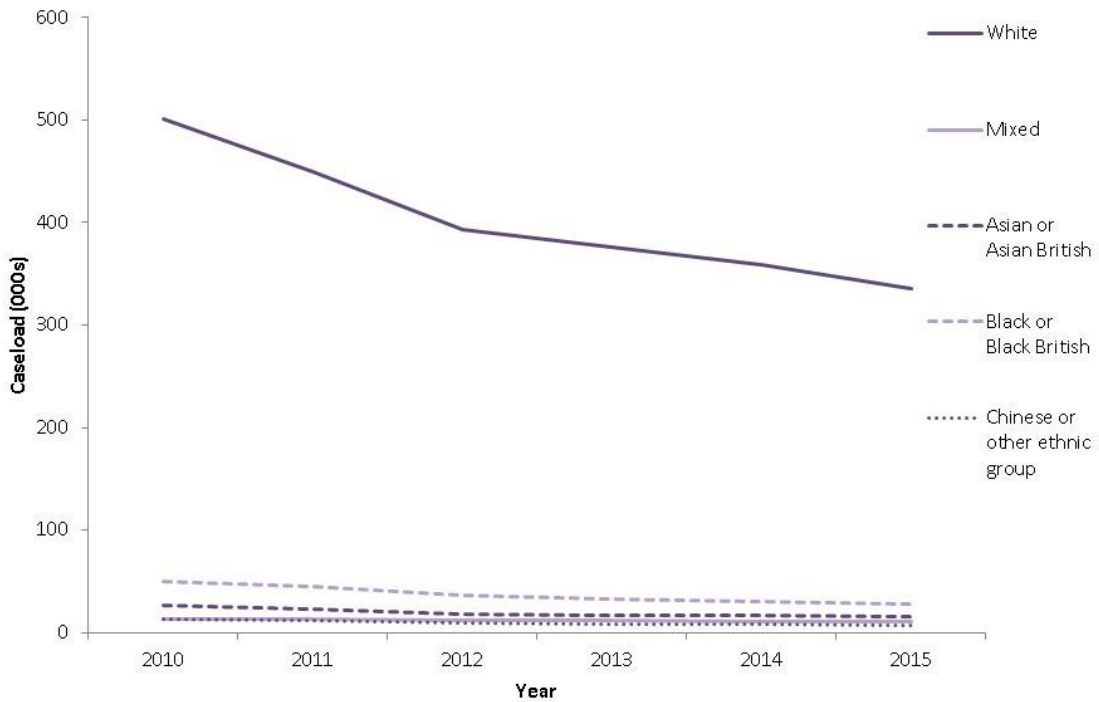
Figure 4.5: Jobseeker’s Allowance by ethnicity group and year, Great Britain, November 2010 to 2015 see notes 1, 2 and 3



Source: DWP administrative data / ONS Claimant Count

A Jobseeker’s Allowance only series is provided as claimant count by ethnicity is not available following the introduction of Universal Credit. Universal Credit was introduced in April 2013 and is gradually replacing income-based Jobseeker’s Allowance.

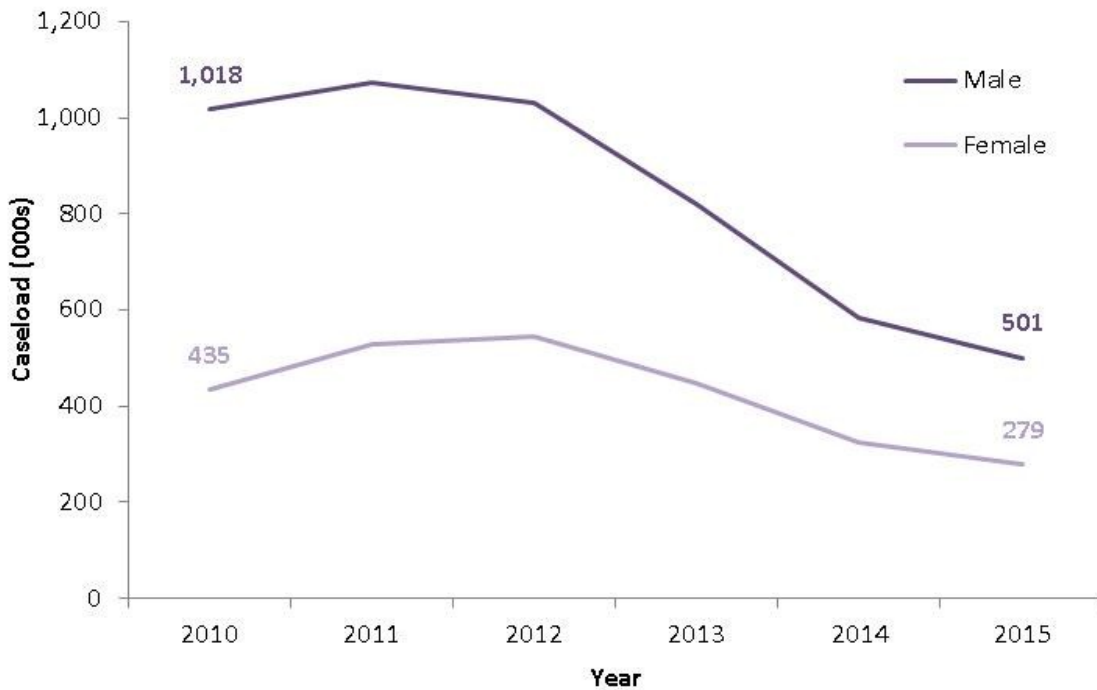
Figure 4.6: lone parents on Income Support by ethnicity group and year, Great Britain, November 2014 to November 2015 See notes 1, 2 and 6



Source: DWP administrative data / ONS Claimant Count

There were continued decreases across all ethnic groups from November 2014 to November 2015 for Jobseeker's Allowance and Income Support lone parents.

Figure 4.7: number on key out-of-work benefits by gender, November 2010 to 2015, UK, working-age population, November 2010 to 2015 (in 1,000s) see notes 1, 2, 3 and 4

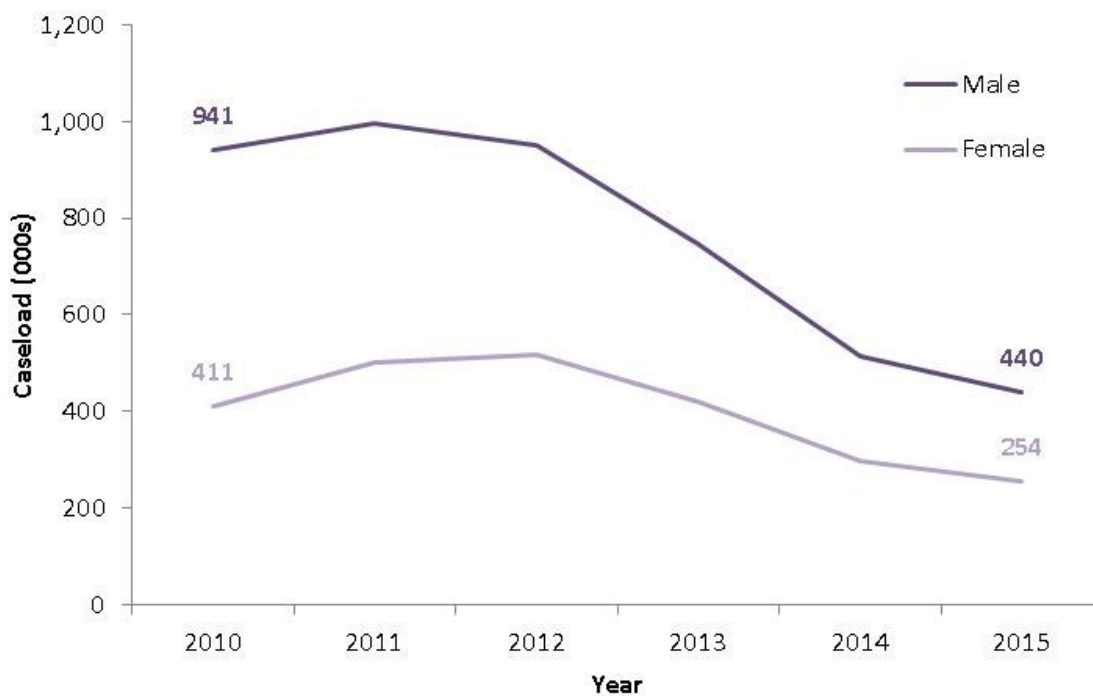


Source: DWP administrative data / ONS Claimant Count

Key point:

- There has been a decrease in the number of males and females claiming out-of-work benefits between November 2013 and November 2015 for all benefit groups.

Figure 4.8: number on key out of work benefits by gender, Great Britain, working-age population, November 2010 to 2015 (in 1,000s) see notes 1, 2 and 5

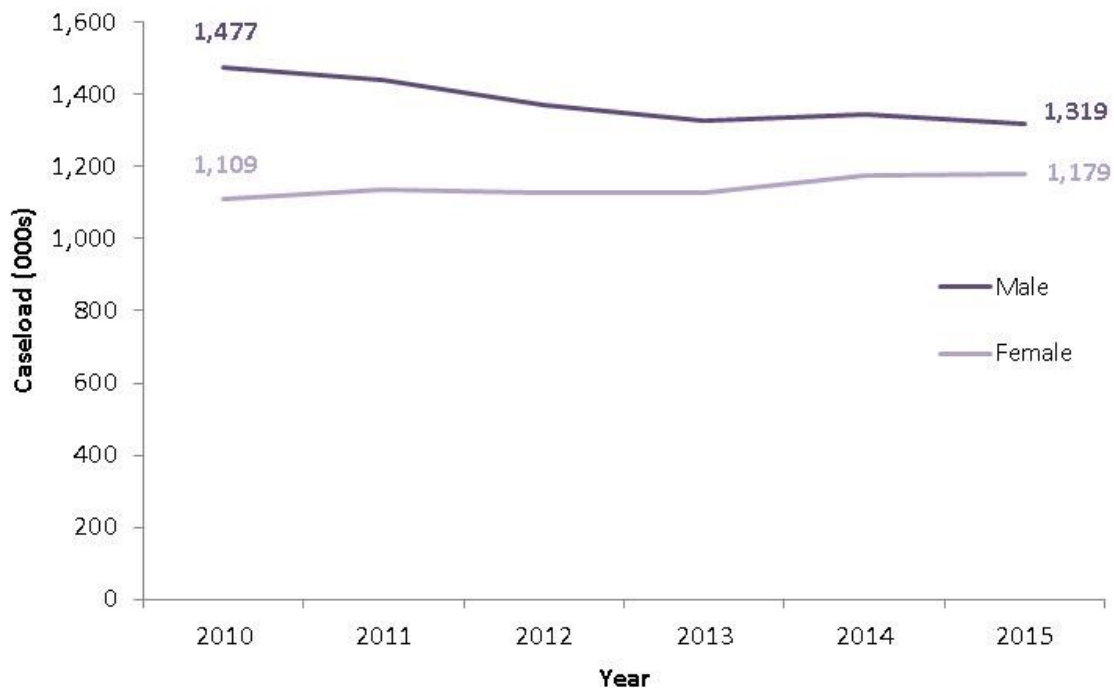


Source: DWP administrative data / ONS Claimant Count

Key point:

- There has been a decrease in the number of males and females claiming out-of-work benefits since November 2012.

Figure 4.9: numbers on Employment and Support Allowance and incapacity benefits by gender, Great Britain, November 2010 to 2015 (in 1,000s) see notes 1, 2, 6 and 9

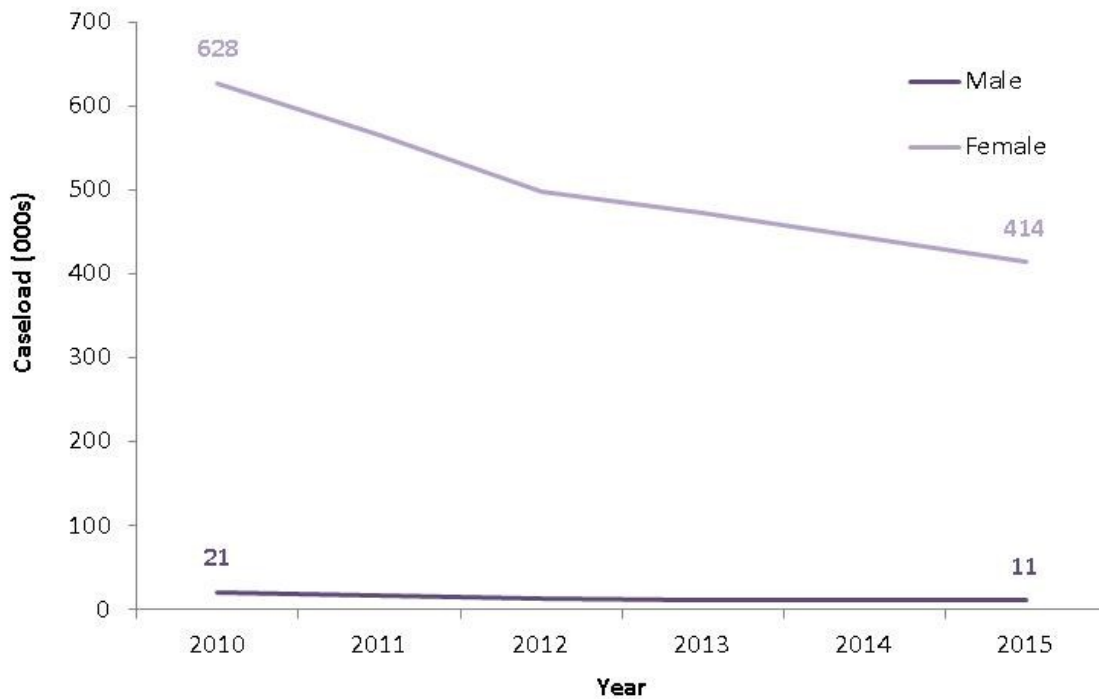


Source: DWP administrative data / ONS Claimant Count

Key points:

- There was an increase in the number of males and females claiming Employment and Support Allowance between November 2013 and November 2014.
- The number of males fell between November 2014 and November 2015 and there was a small increase in the number of females for the same period.

Figure 4.10: numbers of lone parents on Income Support by gender, Great Britain, working-age population, November 2010 to 2015 (in 1,000s) see notes 1, 2 and 6

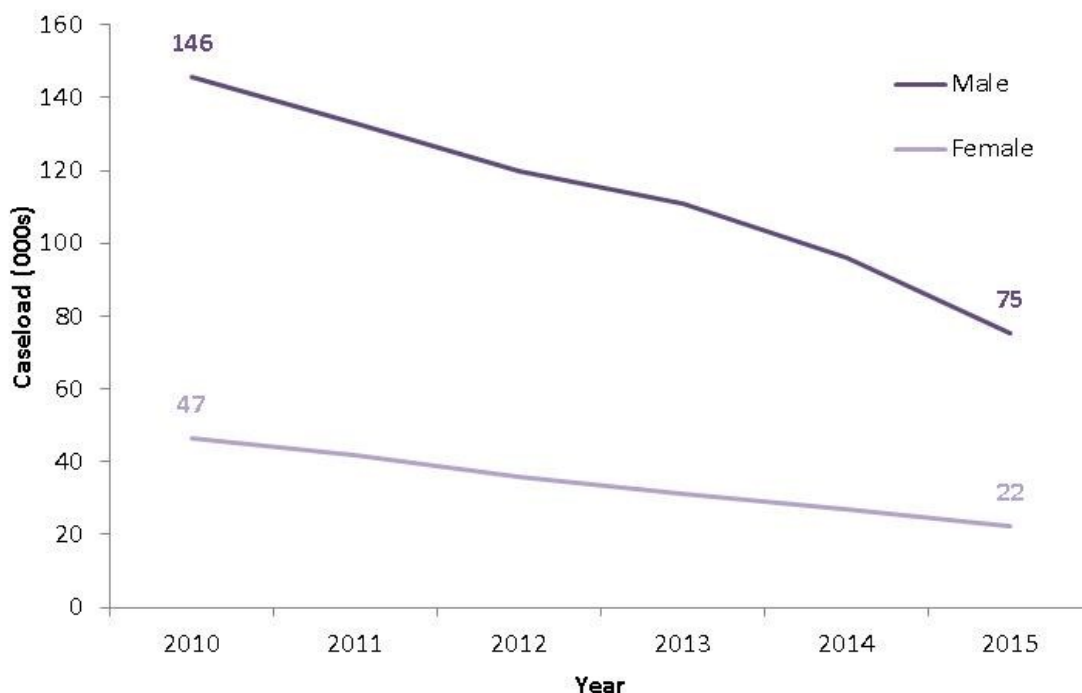


Source: DWP administrative data / ONS Claimant Count

Key point:

- There has been a decrease in the number of male and female lone parents on Income Support since November 2010.

Figure 4.11: ‘other’ people receiving income-related benefits (mainly Pension Credit recipients for men aged under State Pension age with the remainder in receipt of Income Support) by gender, Great Britain, November 2010 to November 2015 (in 1,000s) see notes 1, 2, 7 and 8



Source: DWP administrative data / ONS Claimant Count

Key point:

- There has been a decrease in the number of males and females in the ‘other’ people receiving income-related benefits group since November 2010.

Notes (figures 4.1 to 4.11):

1. This table includes the key out-of-work claimant group categories, with the exception of carers who are not subject to activation policies in the same way as other groups.
2. This graph is based on figures rounded to the nearest 10.
3. The claimant count measures the number of people claiming benefit principally for the reason of being unemployed.
 - From November 2013, the claimant count includes all out of work Universal Credit claimants as well as all Jobseeker’s Allowance claimants.
 - Between May 2013 and October 2013, the claimant count includes all Universal Credit claimants (including those who were in work) as well as all Jobseeker’s Allowance claimants.

- Between October 1996 and April 2013, the claimant count is a count of the number of people claiming Jobseeker's Allowance.

The claimant count by ethnicity is not available following the introduction of Universal Credit. A Jobseeker's Allowance only series is provided in figure 4.5.

4. The UK seasonally adjusted series is not broken down by age or ethnicity, but is available by gender. UK figures (seasonally adjusted) published by the Office for National Statistics. This series is the most reliable and up-to-date source for claimant unemployment.
5. Great Britain figures (not seasonally adjusted) published by the Office for National Statistics. This series is the most reliable and up-to-date source for claimant unemployment.
6. Great Britain figures (not seasonally adjusted) published by the Department for Work and Pensions as part of the 100% working-age claimant group analysis. A consistent series for the UK as a whole is not readily available.
7. Great Britain figures (not seasonally adjusted) published by the Department for Work and Pensions as part of the 100% working-age claimant group analysis. This group has been reasonably stable over time.
8. This excludes claimants in receipt of Income Support and Carer's 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 10. 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 years 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 years in October 2020. This will bring a small increase in the number of working-age benefit recipients and a small reduction in the number of pension-age claimants. Figures from May 2010 onwards reflect this change. More information can be found at <https://www.gov.uk/government/policies/state-pension-age>

Strategic objective 2: increasing saving for, and security in, later life

Indicator 5: Number of eligible employees in a pension scheme sponsored by their employer

What does this tell us?

This indicator measures the number of employees (including those affected by absence) who are aged at least 22 years 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. This indicator excludes the self-employed. It should also be noted that an individual may have more than one job.

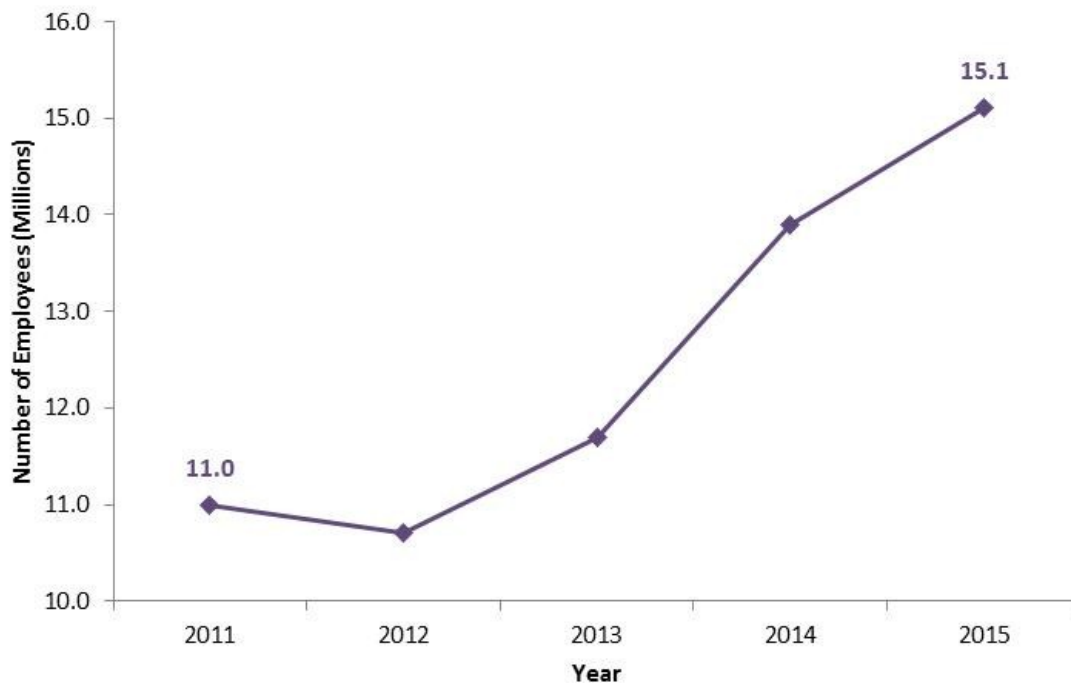
How will an improvement be shown?

Generally, an improvement in this indicator will be demonstrated if an increase has been achieved.

Other useful information

The supporting [Datashheets](#) for this indicator are available online and provide comparable figures from previous reports.

Figure 5.1: number of eligible employees in a pension scheme sponsored by their employer (in millions), 2011 to 2015, Great Britain See notes 1 to 3

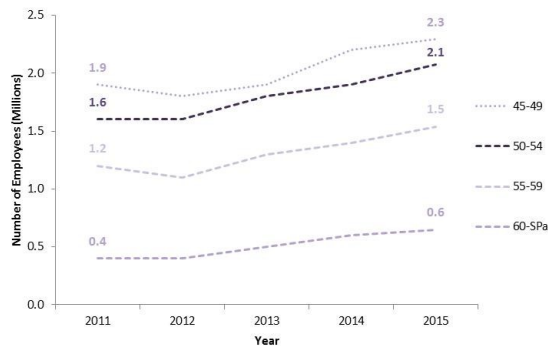
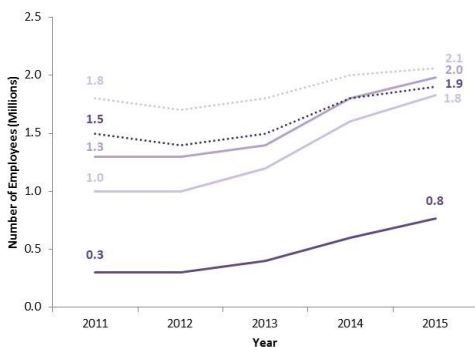
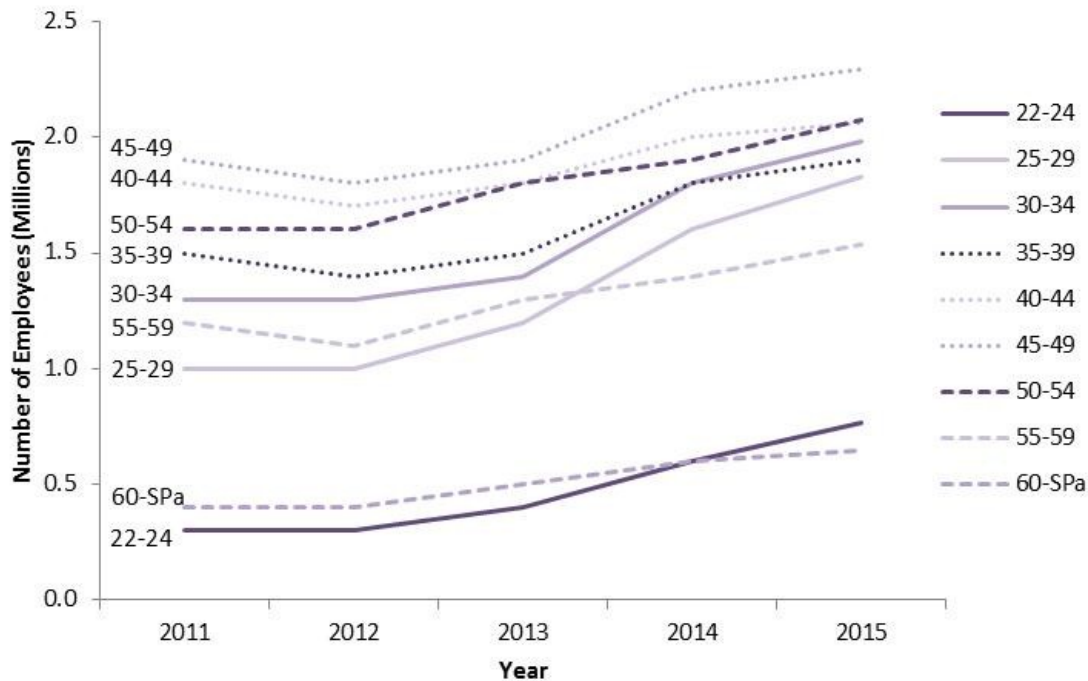


Source: Annual Survey of Hours and Earnings

Key points:

- There were 15.1 million eligible employees in a pension scheme sponsored by their employer in 2015 compared to 10.7 million in 2012.
- The positive trend first seen in 2013 is continuing.

Figure 5.2: number of eligible employees in a pension scheme sponsored by their employer by age group (in millions), 2011 to 2015, Great Britain See notes 1 to 3

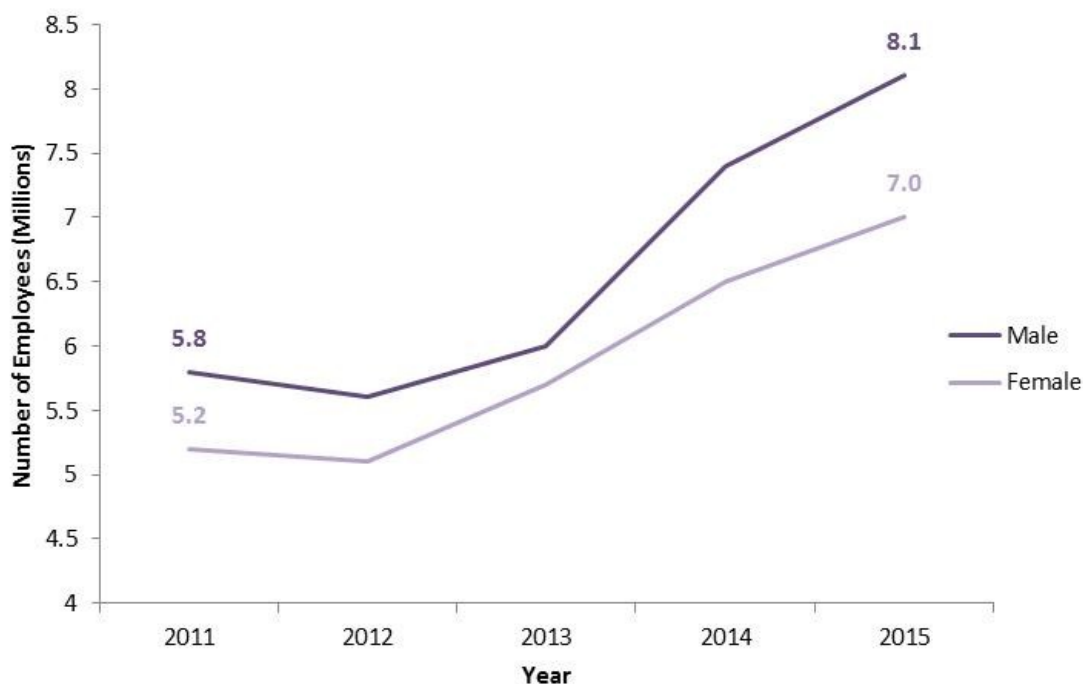


Source: Annual Survey of Hours and Earnings

Key points:

- In 2015 all age groups show a continuing increase in the number of eligible employees in a pension scheme sponsored by their employer.
- This increase was first seen in 2013 following the introduction of automatic enrolment in October 2012.
- The largest proportional increases over the last 3 years have been consistently within the 22 to 29 years age group. The number of eligible savers in this age group has doubled in the last 3 years from 1.3 million to 2.6 million.

Figure 5.3: number of eligible employees in a pension scheme sponsored by their employer by gender (in millions), 2011 to 2015, Great Britain See notes 1 to 3



Source: Annual Survey of Hours and Earnings

Key points:

- The number of eligible male and female employees in a pension scheme sponsored by their employer continued to increase in 2015 to 8.1 million males and 7 million females.
- This increase was first seen in 2013 following the introduction of automatic enrolment in October 2012.
- Over the last 3 years the number of eligible men saving in a workplace pension increased by 2.5 million and the number of eligible women saving increased by 1.9 million.

Notes (figures 5.1 to 5.3):

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 years and less than State Pension age and where annual gross earnings are above the automatic enrolment earnings threshold set in that year.
2. Numbers of employee jobs have been rounded to the nearest 0.1 million. Totals may not round due to rounding
3. Tests to identify statistically significant differences in the level of pension membership among protected characteristics are not relevant for this indicator.

Indicator 6: percentage of pensioners with a low income

What does this tell us?

This 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% of equivalised contemporary median income, After Housing Costs.

The government wants all pensioners to have a decent and secure income in retirement. It introduced the triple lock for the basic State Pension. The triple lock guarantees that the basic State Pension will increase by the highest of earnings growth, price increases or 2.5%. In addition, the government is protecting key benefits for older people, including free eye tests, free NHS prescriptions, free bus passes, Winter Fuel Payments and free television licences for people aged 75 years and over.

We introduced automatic enrolment into a workplace pension to make the decision to save the default (individuals have to actively opt out). The incentive to save is reinforced by a mandatory minimum employer contribution.

How will an improvement be shown?

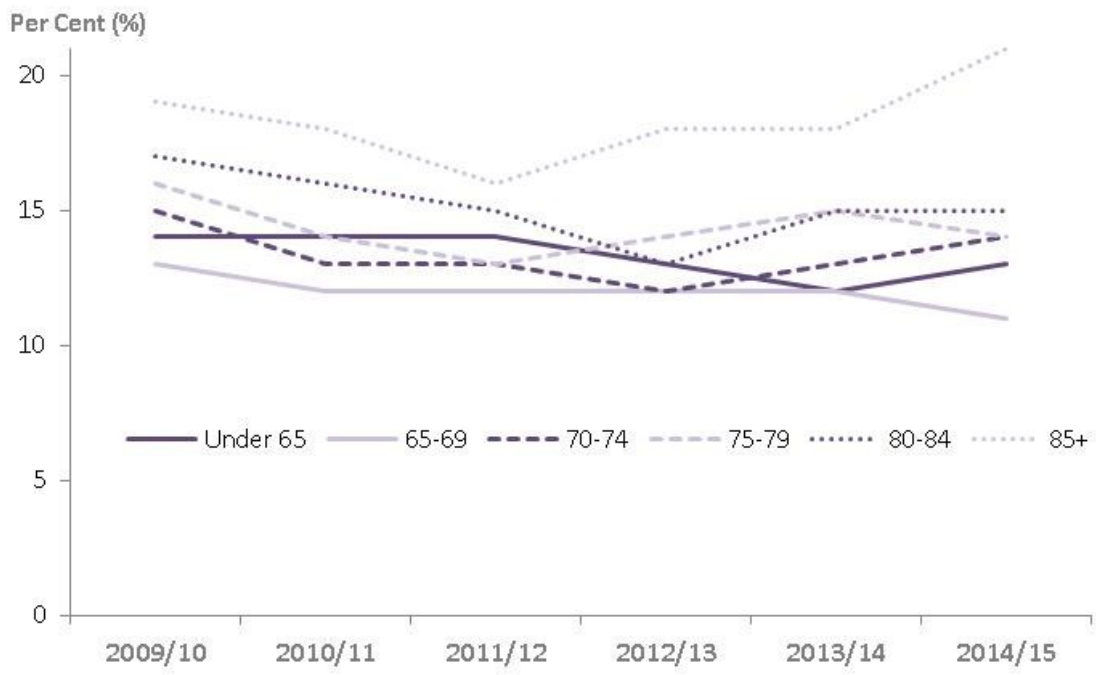
Generally, a decrease in this indicator will demonstrate that an improvement has been achieved. External factors such as wider economic conditions, which may affect pensioners in a different way to working-age adults, may also need to be taken into account.

Statistical significance has not been assessed for all changes shown. Commentary on differences in trend or between groups will only refer to statistical significance where this has been assessed. Especially for smaller groups it is more reliable to assess changes over longer time periods than to draw conclusions from year on year change.

Other useful information

Further analysis of Households Below Average Income (HBAI) data are shown in the annual HBAI publication available at: <https://www.gov.uk/government/statistics/households-below-average-income-1999495-to-201415>

Figure 6.1: percentage of pensioners with a low income by age, UK, 2009-10 to 2014-15 (relative low income, After Housing Costs) see notes 1 to 6

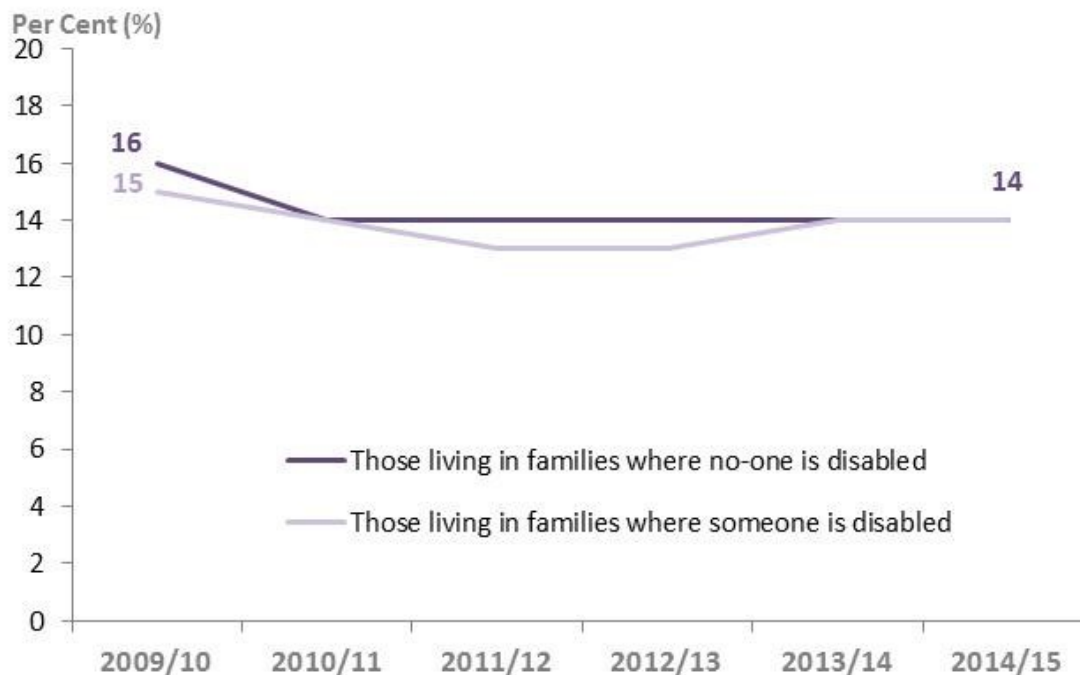


Source: Family Resources Survey / Households Below Average Income 2014-15

Key points:

- The 85 years and above age group, which is the oldest pensioner group, has the highest percentage of pensioners on a low income.
- One of the largest increases in low income since 2013-14 was among the 85 years and above age group which rose from 18% to 21% (3 percentage points). This, however, was not a statistically significant increase.
- The percentage of pensioners on a low income is generally lower for younger pensioner age groups.
- Between 2013-14 and 2014-15 there were movements in some poverty rates for different age groups but overall pensioner poverty rate remained unchanged on the year.

Figure 6.2: percentage of pensioners with a low income by disability, UK, 2009-10 to 2014-15 (relative low income, After Housing Costs) see notes 1 to 8

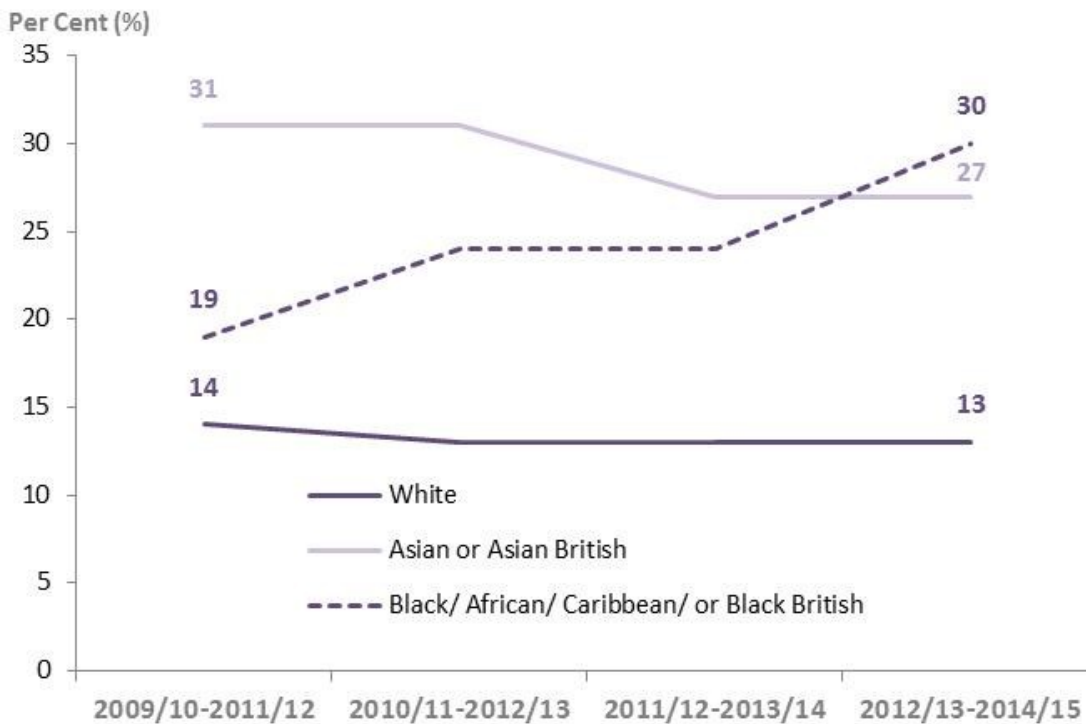


Source: Family Resources Survey / Households Below Average Income 2014-15

Key points:

- In 2014-15 pensioners living in families with one or more disabled person had a similar poverty rate compared to pensioners living in families without a disabled person.
- Between 2013-14 and 2014-15 the rate of pensioner poverty for pensioners living in families where someone is disabled, and for pensioners living in families where no-one is disabled, were unchanged on the year.

Figure 6.3: percentage of pensioners with a low income by ethnic group of head of household, UK, 2009-10 to 2011-12 and 2012-13 to 2014-15 (relative low income, After Housing Costs) See notes 1 to 6 and 10 to 11

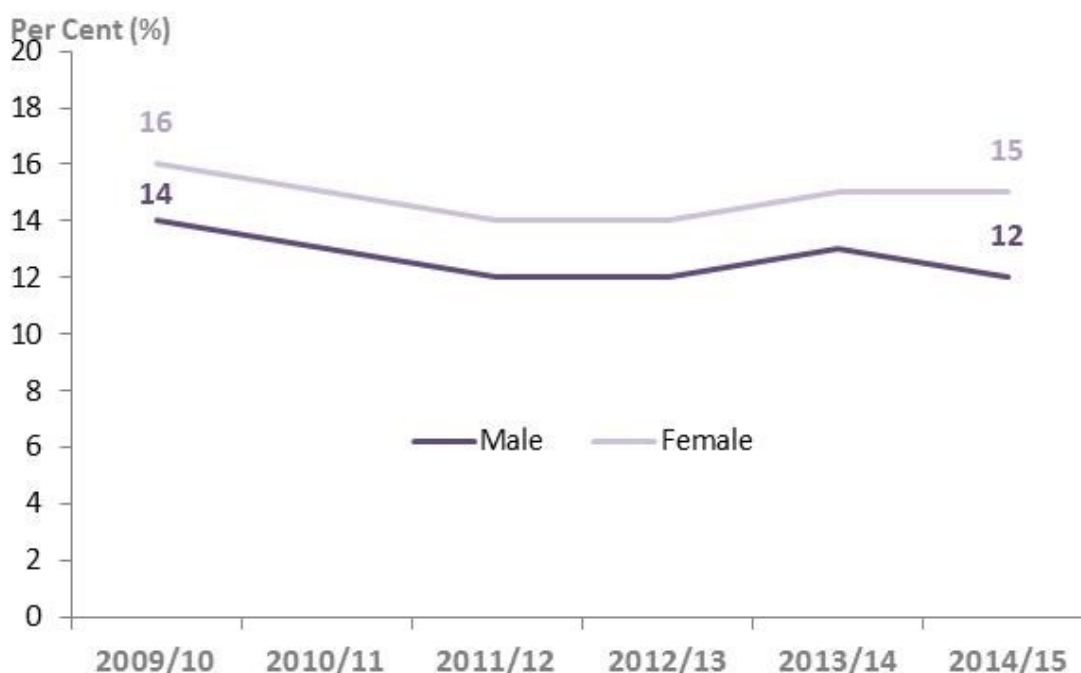


Source: Family Resources Survey / Households Below Average Income 2014-15

Key points:

- Pensioners living in households headed by a person from an ethnic minority have a higher poverty rate than pensioners living in households headed by a White person.
- A comparison between 2011-12 to 2013-14 and 2012-13 to 2014-15 shows that the pensioner poverty rate remained unchanged for households headed by a White person, an Asian person or an Asian-British person, but increased for households headed by a Black/African/Caribbean person or a Black-British person.

Figure 6.4: percentage of pensioners with a low income by gender, UK, 2009-10 to 2014-15 (relative low income, After Housing Costs) See notes 1 to 6 and note 11



Source: Family Resources Survey / Households Below Average Income 2014-15

Key points:

- The poverty rate for male pensioners is lower than that for female pensioners.
- Between 2013-14 and 2014-15 the poverty rate for male pensioners fell by 1 percentage point, and for female pensioners remained unchanged on the year.

Notes (figures 6.1 to 6.4):

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% of contemporary equivalised median income, After Housing Costs. Data is 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.
3. Proportions of individuals in low-income households have been rounded to the nearest percentage point.
4. Results over the financial year for each year (April to March)

5. Pensioners are defined as all adults above State Pension age (SPa). The SPa is 65 years for men born before 6 December 1953. For women born on or before 5 April 1950, SPa is 60 years. From 6 April 2010, the SPa for women born on or after 6 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 66 years in October 2020. Further increases to bring the State Pension age to 67 years are proposed to be phased in between 2026 and 2028. These changes are published at <https://www.gov.uk/government/policies/state-pension-age>. For 2014-15 data, women are over SPa based on their date of birth and the date of the survey interview. Further guidance on calculating State Pension eligibility age can be found at <https://www.gov.uk/calculate-state-pension>.
6. 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 improving to look at long-term trends. Statistical significance is not provided for these particular breakdowns.
7. 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 people who report any physical or mental 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 in any way.
8. 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. Results based on incomes excluding disability benefits are available on request.
9. Ethnicity figures reflect the new harmonised standards published in August 2011 and use updated grossing factors based on 2011 Census data. Figures also reflect small changes resulting from the use of CPI rather than RPI in the deflation of incomes.
10. As the Households Below Average Income (HBAI) is derived from sample data all the figures are subject to sampling error. Different figures in HBAI are subject to widely differing levels of sampling error.
11. 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 2 groups.

Strategic objective 3: creating a fair and affordable welfare system that improves the life chances of children and adults

Indicator 7: forecast spending within the welfare cap

Note: Data by protected characteristics is not appropriate for this indicator.

The welfare cap applies to forecasts of spending from 2017-18 onwards. Consequently there is no retrospective data available.

This indicator shows whether the government is meeting the conditions of the welfare cap over the 5 years of the medium-term Annually Managed Expenditure forecast. Meeting the conditions of the welfare cap indicates that spending is being kept under control and is therefore affordable.

Indicator 8: percentage 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 years where no-one aged 16 years or over is in employment.

This indicator reflects our objective to create a fairer welfare system that improves the life chances of adults and children.

How will an improvement be shown?

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

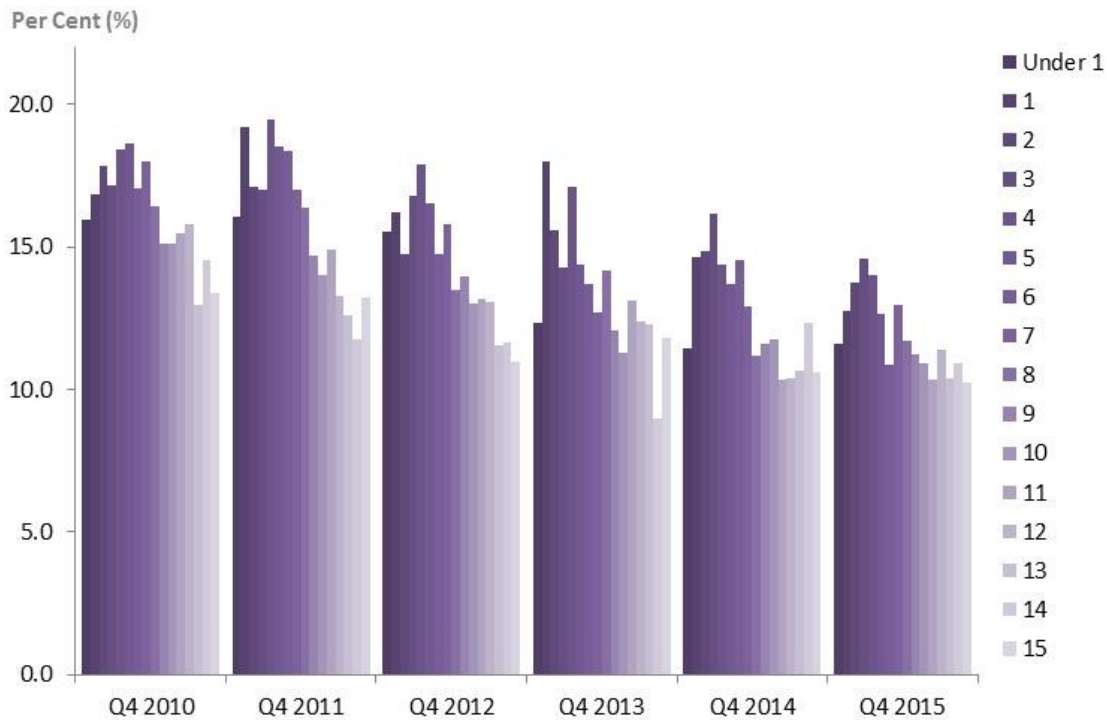
However other factors, for example changes in household types over time, may also influence estimates.

Other useful information

Further information can be found on the Office for National Statistics [website](#).

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

Figure 8.1: Percentage of children living in a workless household by age of child See notes 1 to 3

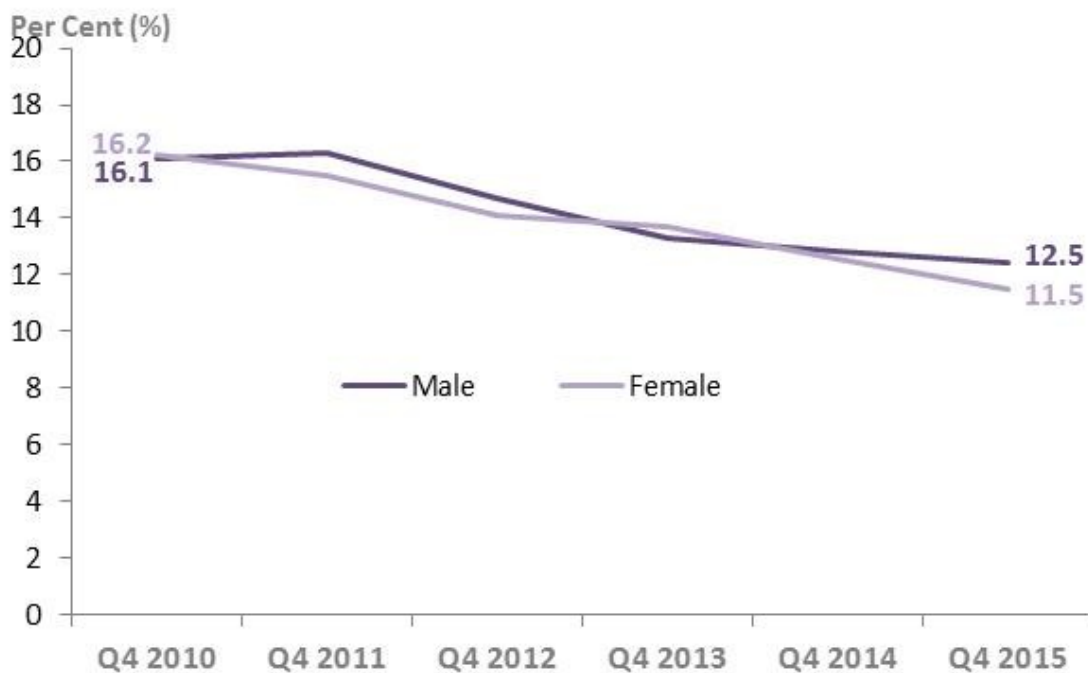


Source: Labour Force Survey household data

Key points:

- Although typically there are no statistically significant differences between consecutive age groups, the percentage generally decreases with age group from 3 years upwards – that means the percentage for those aged 15 years is significantly lower than for those aged 3 years.
- The percentage is also lower for those aged 0 to 2 years than for those aged 3 years, but not by a statistically significant amount.
- There is no evidence of a significant change over time in the pattern of this indicator across the different age groups.

Figure 8.2: Percentage of children living in a workless household by gender of child
See notes 1 to 3

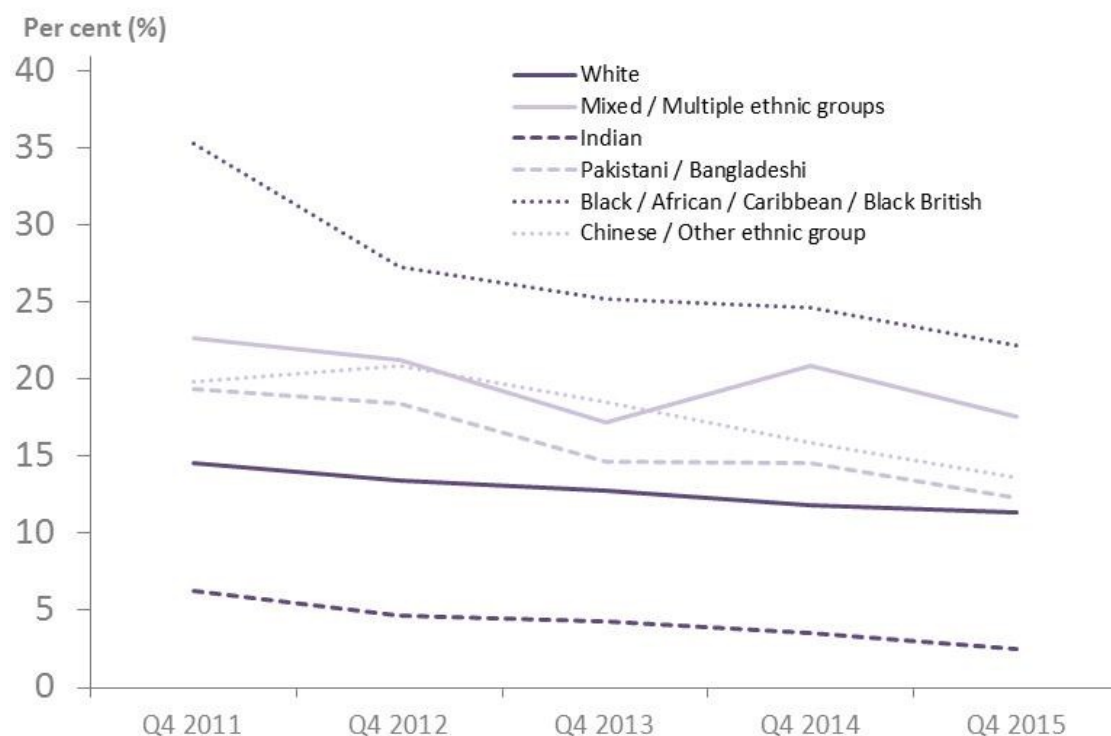


Source: Labour Force Survey household data

Key points:

- There is no statistically significant difference in the percentage of children living in a workless household between male and female children.
- The percentage of children living in a workless household has fallen by a statistically significant amount since 2010 for both male and female children.

Figure 8.3: Percentage of children living in a workless household by ethnic group of child See notes 1 to 5



Source: Labour Force Survey household data

Key points:

- The Indian group has the lowest percentage of children living in a workless household by a statistically significant margin.
- The Black group (including Black, African, Caribbean and Black-British) has the highest percentage of children living in a workless household with a statistically significant gap to all other groups except mixed/multiple ethnic groups.
- The chart suggests the percentage of children living in a workless household has decreased for all ethnic groups since 2011, with a statistically significant improvement for all groups except mixed/multiple ethnic groups.

Notes (figures 8.1 to 8.3):

1. Children are people aged under 16 years.
2. Estimates cover households including at least one person aged 16 to 64 years. Such a household is defined as workless if no-one aged 16 years or over is in employment.
3. Estimates relate to the fourth Quarter (October to December) each year.
4. Comparable estimates of ethnic groups are not available prior to April 2011 because the Labour Force Survey questions were changed in line with the 2011 Census.

5. Some ethnic groups have been combined in order to provide large enough sample sizes to produce reliable estimates.

Strategic objective 4: delivering outstanding service to our customers and claimants

Indicator 9: customer and claimant satisfaction of DWP services (%)

What does this tell us?

This indicator shows the overall levels of reported satisfaction of people who have had meaningful contact with our department. This is taken from quarterly fieldwork from the DWP Claimant Service and Experience Survey.

This indicator provides an overview of our service to our 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?

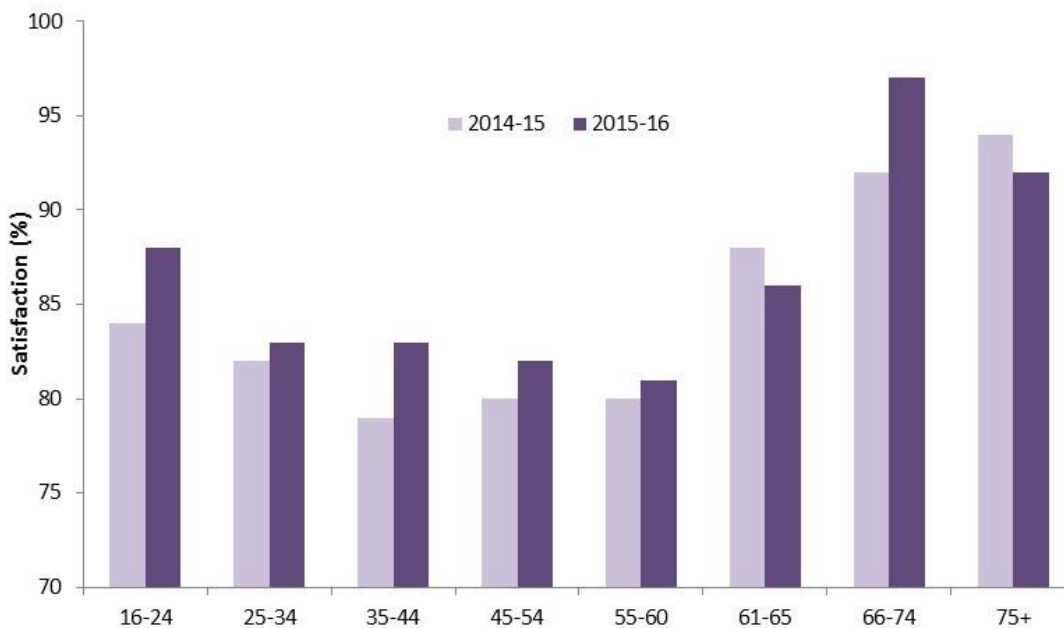
A statistically significant increase in the percentage of customers who responded as 'fairly' or 'very' satisfied would highlight an improvement in our services. The narrative accompanying the charts below will highlight where increases in the percentage of respondents who were 'very' or 'fairly' satisfied with DWP service delivery between 2014-15 and 2015-16 were statistically significant. There were **no statistically significant decreases** in satisfaction between 2014-15 and 2015-16 for any sub-group highlighted below.

Other useful information

The Claimant Service and Experience Survey annual report for 2015-16 can be expected on gov.uk in autumn 2016. Last year's annual report can be accessed here:

<https://www.gov.uk/government/publications/dwp-claimant-service-and-experience-survey-2014-to-2015>

Figure 9.1: customer and claimant satisfaction of DWP services by age See notes 1 to 3



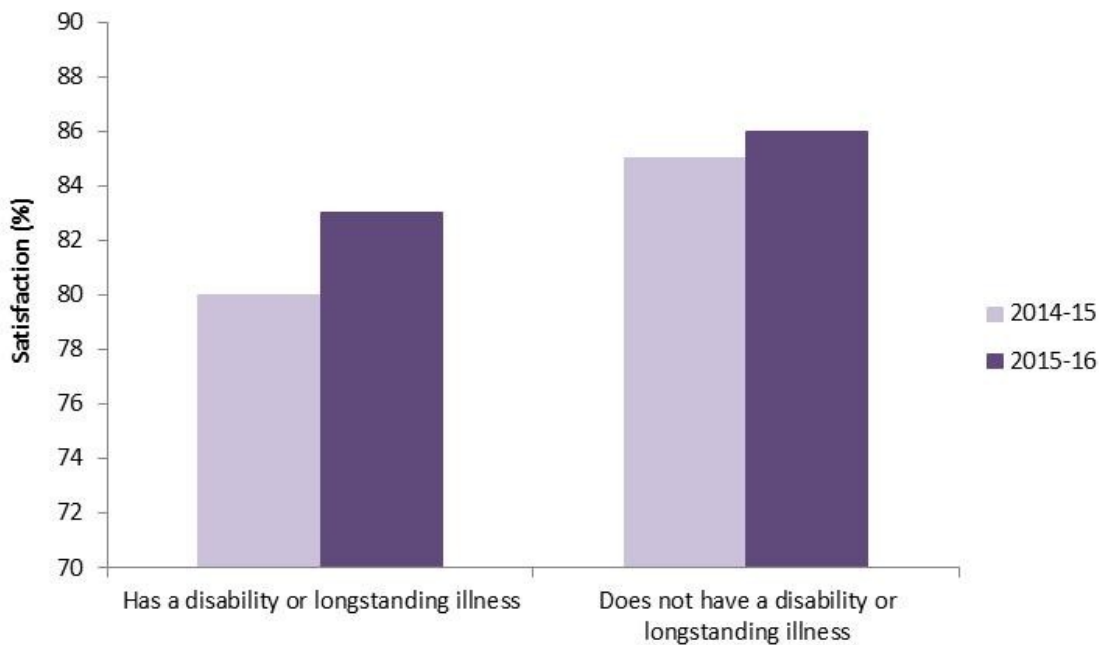
Source: Claimant Service and Experience Survey

Key points:

- Satisfaction rose amongst customers aged 16 to 24 years between 2014-15 and 2015-16, from 84% to 88%.
- There were also increases in satisfaction amongst customers aged 35 to 44 years (from 79% to 83%) and 45 to 54 years (from 80% to 82%).
- The largest increase in satisfaction was amongst customers aged 66 to 74 years, from 92% to 97% satisfied.

All the above changes were statistically significant.

Figure 9.2: customer and claimant satisfaction of DWP services by disability See notes 1 to 3



Source: *Claimant Service and Experience Survey*

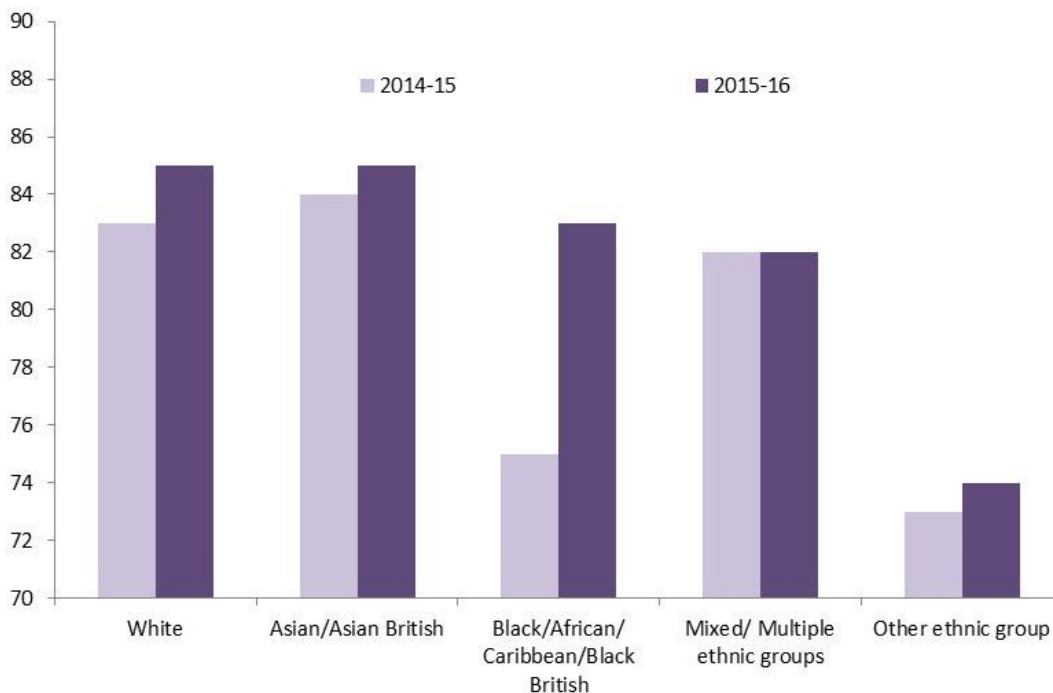
Key points:

- The percentage of customers with a disability or longstanding illness who were ‘fairly’ or ‘very’ satisfied with DWP service delivery rose from 80% to 83% between 2014-15 and 2015-16.
- Satisfaction among customers without a disability or longstanding illness saw an increase from 85% to 86%.

The above 2 increases were statistically significant.

- Satisfaction amongst customers without a disability is statistically significantly higher than those with a disability in 2015-16.

Figure 9.3: customer and claimant satisfaction of DWP services by ethnicity See notes 1 to 3



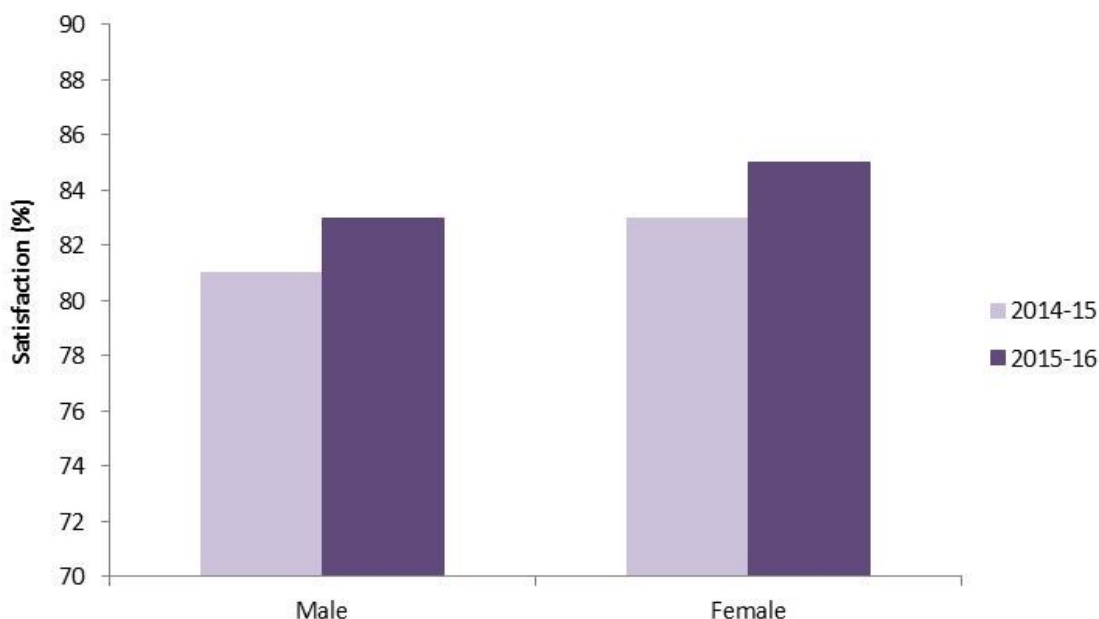
Source: Claimant Service and Experience Survey

Key points:

- Satisfaction amongst customers who identified as Black/African/Caribbean/Black-British increased statistically significantly from 75% to 83% between 2014-15 and 2015-16.
- Equally satisfaction amongst White customers saw a statistically significant rise from 83% to 85%.
- Satisfaction amongst other groups remained stable, with 85% of Asian/Asian-British customers satisfied in 2015-16, 82% satisfied amongst mixed/multiple ethnic groups and 74% satisfaction amongst ‘other’ ethnic groups.

White ethnicity may include minority White groups but the question itself did not specify any breakdowns.

Figure 9.4: customer and claimant satisfaction of DWP services by gender See notes 1 to 3



Source: Claimant Service and Experience Survey

Key points:

- There was a statistically significant increase in satisfaction for male and female customers between 2014-15 and 2015-16, from 81% to 83% for male customers and from 83% to 85% for female customers.
- Women were more satisfied by a statistically significant amount than men in 2015-16.

Notes (figures 9.1 to 9.4):

1. The 2015-16 Claimant Service and Experience Survey carried out approximately 15,500 telephone surveys with DWP customers, who have had meaningful contact within the last 3 months.
2. It includes customers 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 2015-16 data refers to April 2015 to March 2016.

Indicator 10: percentage of key out-of-work benefits processed within planned timescales

Note: This indicator cannot be broken down into any of the characteristic groups

This annual aggregate measure is derived from monthly data relating to processing times for working-age benefit claims cleared within planned timescales. Specifically, the percentage of working-age claims (Jobseeker's Allowance, Employment and Support Allowance and Income Support) processed within planned timescales.

This aggregate measure is constructed using a weighting of the performance for each benefit using the total number of claims processed for each benefit over any particular year.

This measure is reported at national level.

Generally, an improvement is when performance improves year on year and is greater than our planning assumption.

Indicator 11: net benefit overpayments as a percentage of overall benefit expenditure

What does this tell us?

This is our primary indicator for levels of fraud and error in the benefit system and is important for departmental assurance on the effect of anti-fraud activity across our business.

This indicator measures the estimates of the levels of overpayment and underpayment, as a percentage of benefit expenditure, due to fraud and error across the benefit system in Great Britain.

The net overpayments (the amount of benefits overpaid minus the amount of overpayments recovered) value is calculated as the monetary value of fraud and error overpayments minus the monetary value of overpayments recovered in the same financial year.

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 Jobseeker's Allowance, Pension Credit, Housing Benefit and Employment and Support Allowance and for types of error.

Preliminary estimates for 2015-16 were published on 19 May 2016 and the data covers the period between October 2014 and September 2015. The charts in this report reflect estimates based on **gross** monetary value of fraud and error for this period only as they are not available at a **net** level.

How will an improvement be shown?

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

Other useful information

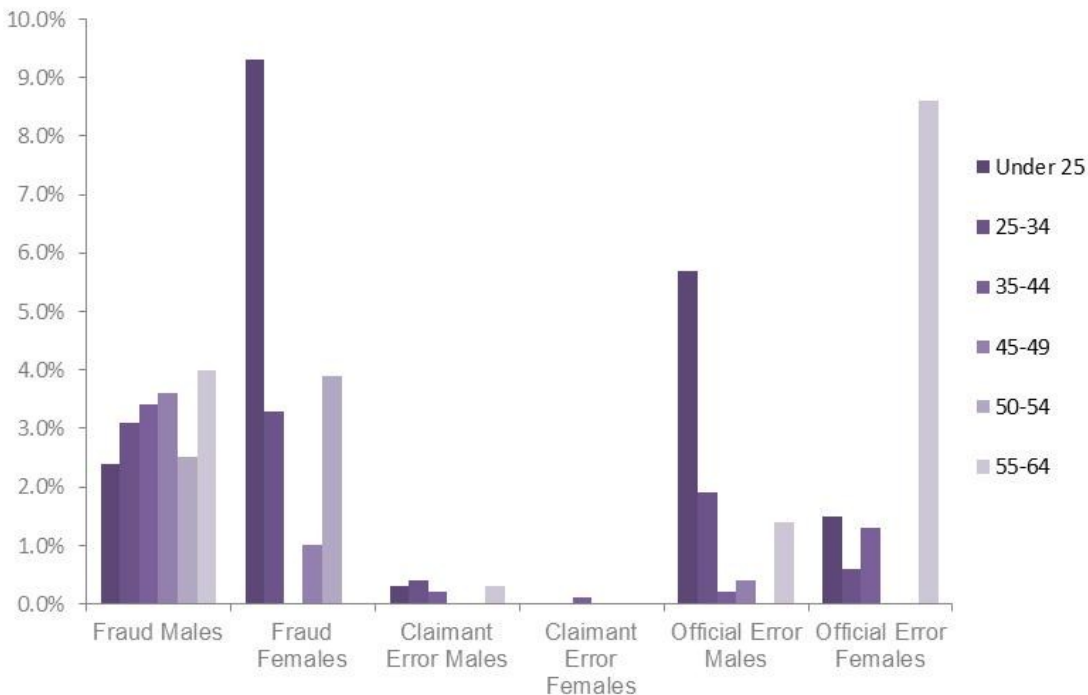
Reports on the monetary value of [fraud and error in the benefits system](#) are available online.

Overpayments: charts 11.1a to 11.1d

These estimates are based on a sample, and therefore, subject to uncertainty. It is possible to breakdown the estimates into characteristics such as gender and age, however the sample sizes within these groups are smaller, and therefore, the level of uncertainty is greater. This means results at this level should be interpreted with caution.

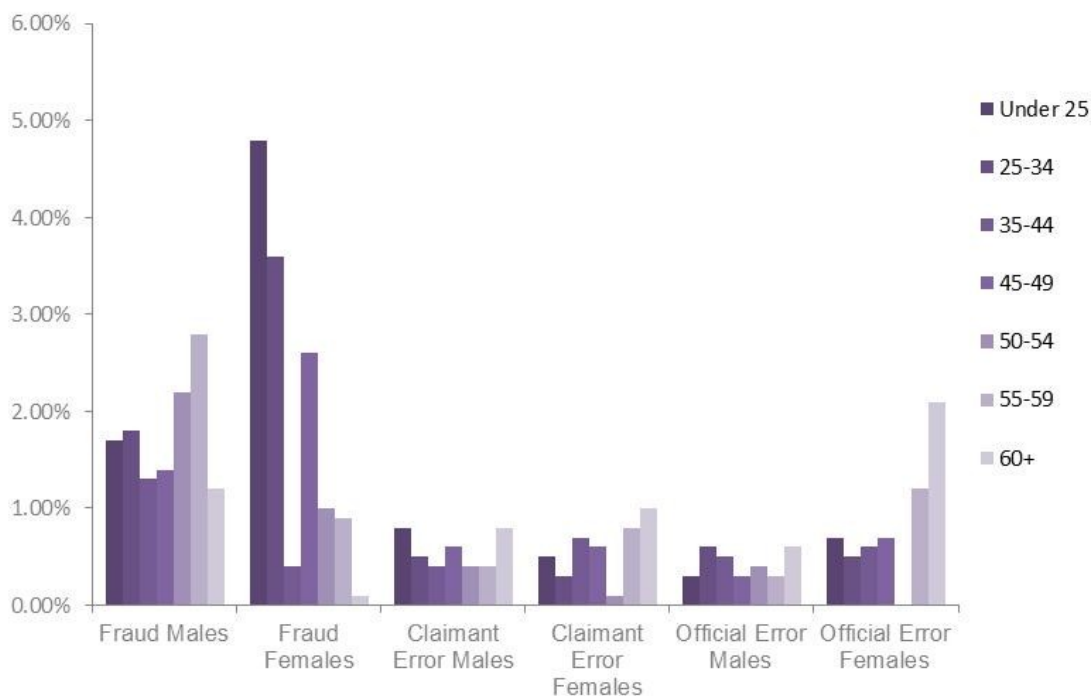
The charts show the total overpayments as a % of overall spend in that category for that subset of people.

Figure 11.1a: Jobseeker’s Allowance overpayments: type by age and gender See notes 1 to 5



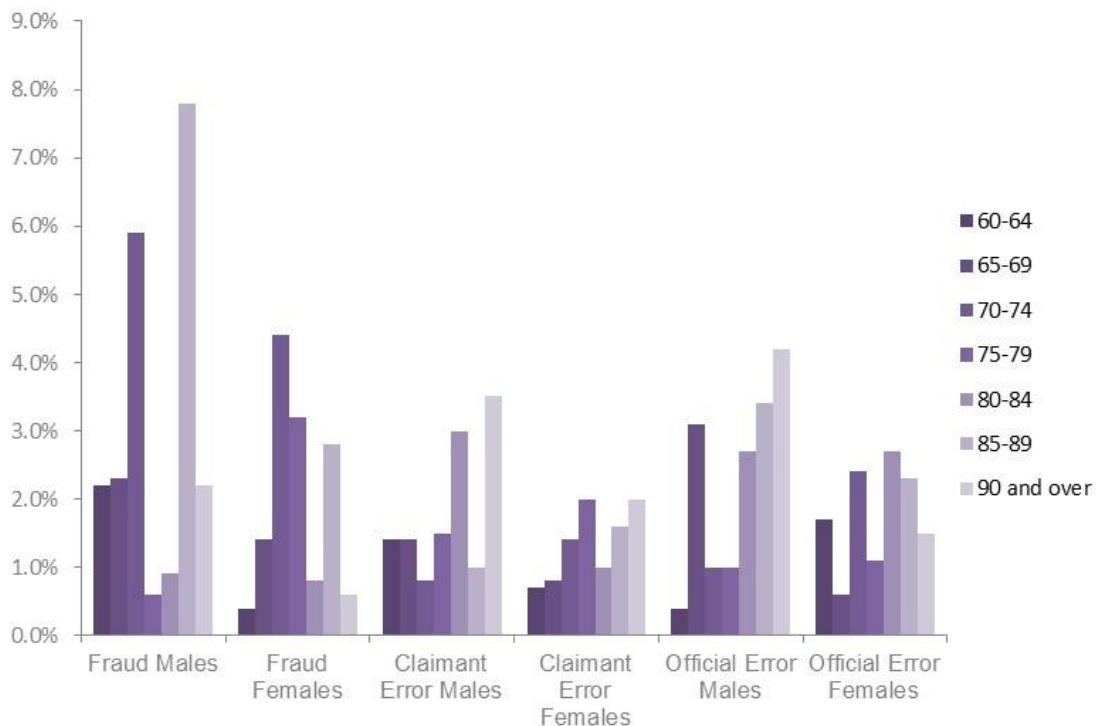
Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Figure 11.1b: Employment and Support Allowance overpayments: age by type See notes 1 to 5



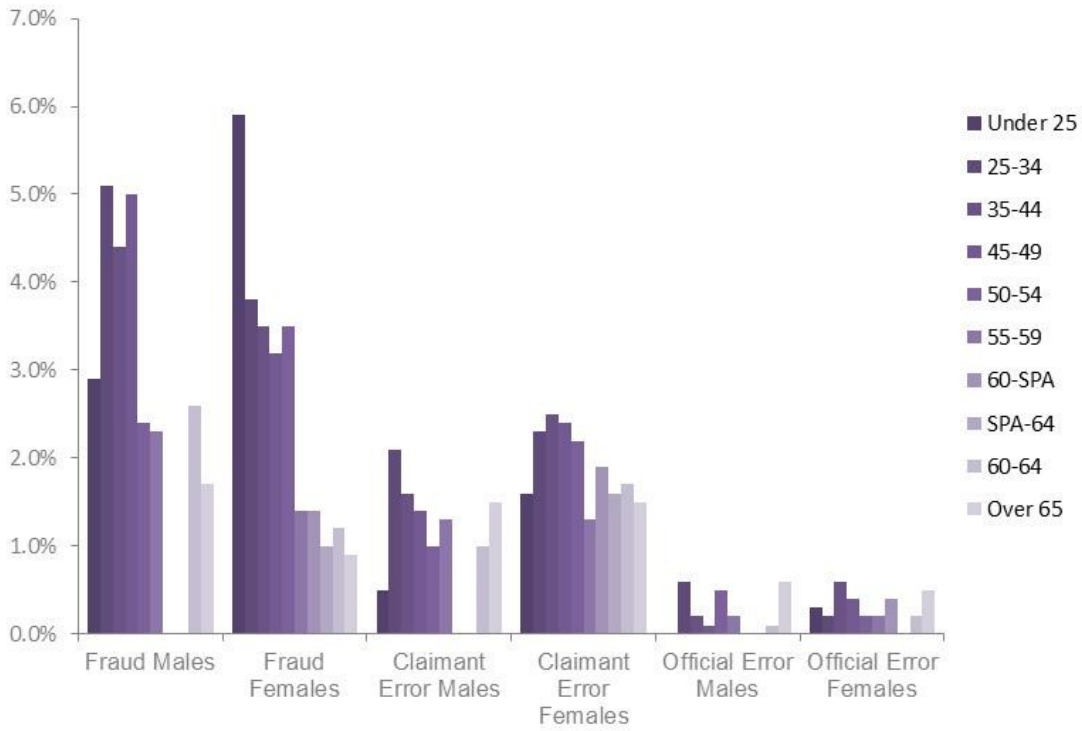
Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Figure 11.1c: Pension Credit overpayments: age by type see notes 1 to 5



Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Figure 11.1d: Housing Benefit overpayments: age by type See notes 1 to 5



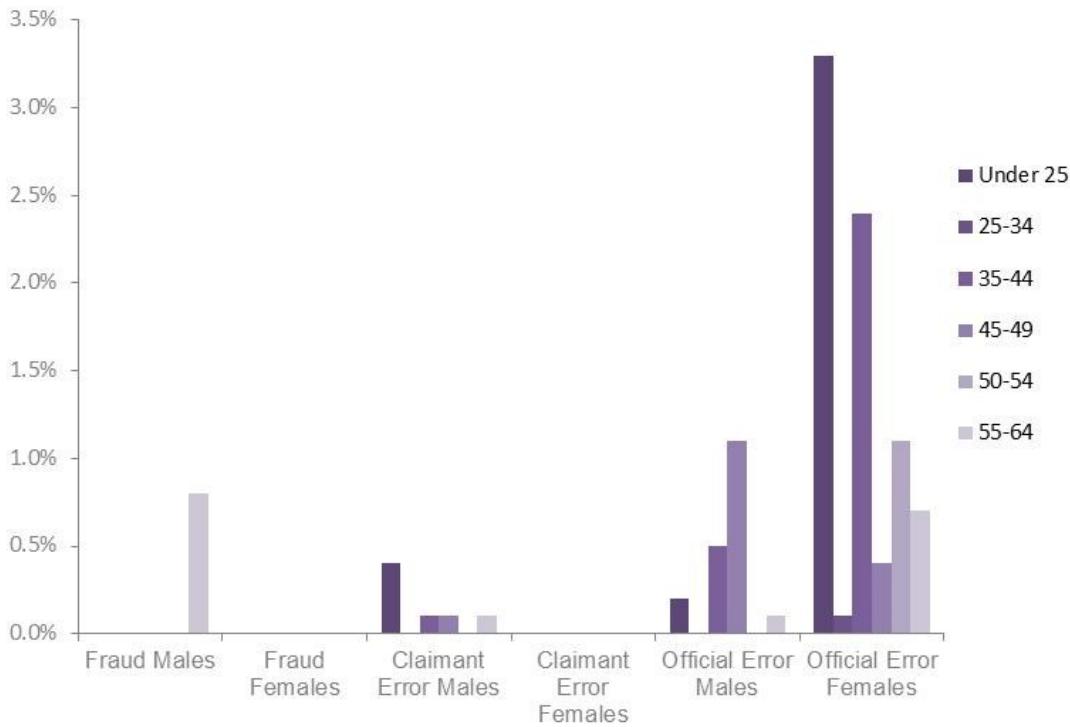
Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Underpayments: charts 11.2a to 11.2d

These estimates are based on a sample, and therefore, subject to uncertainty. It is possible to breakdown the estimates into characteristics such as gender and age, however the sample sizes within these groups are smaller, and therefore, the level of uncertainty is greater. This means results at this level should be interpreted with caution.

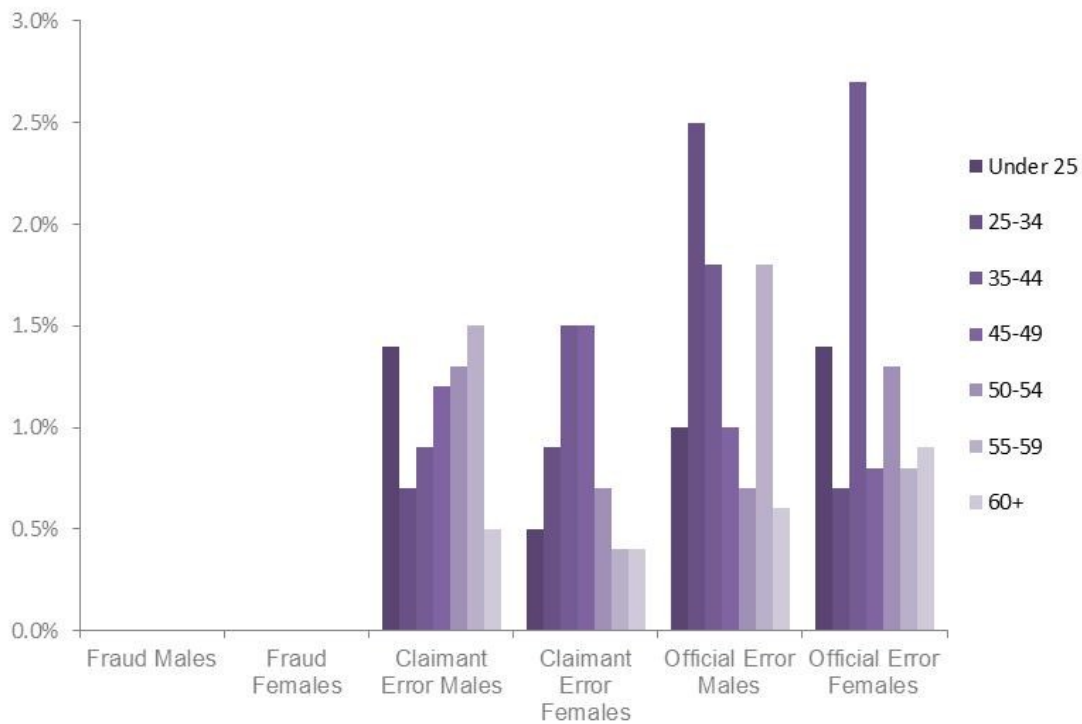
The charts show the total underpayments as a % of overall spend in that category for that subset of people.

Figure 11.2a: Jobseeker’s Allowance underpayments: age by type see notes 1 to 5



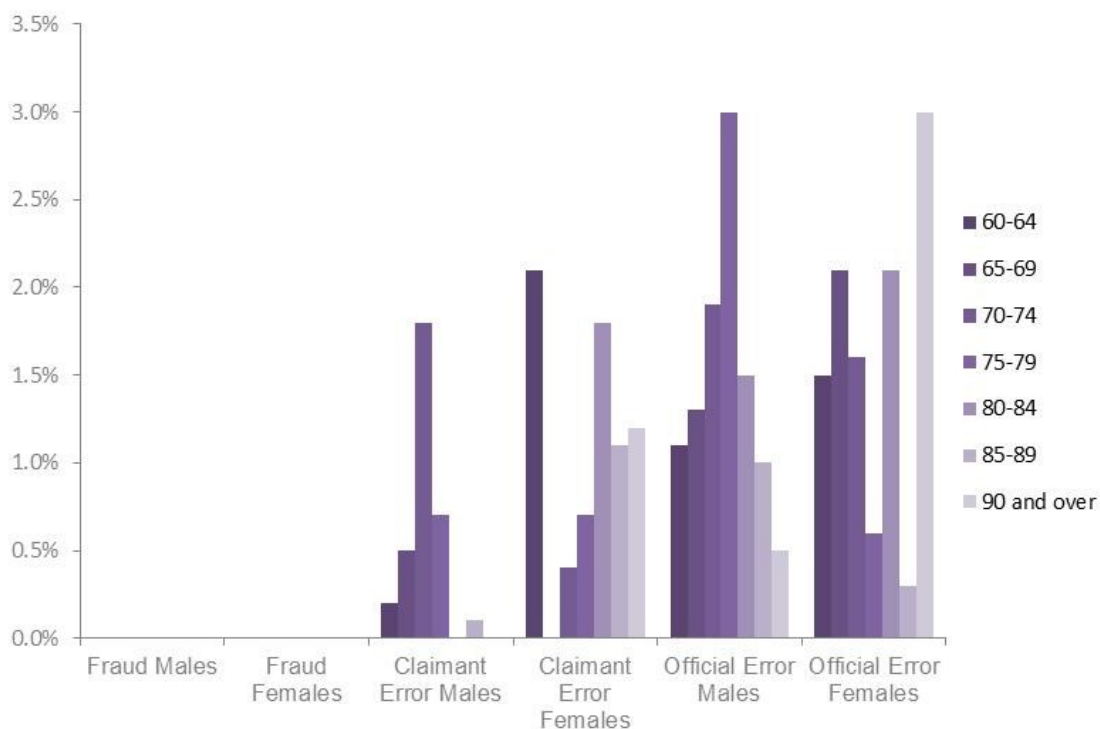
Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Figure 11.2b: Employment and Support Allowance underpayments: age by type See notes 1 to 5



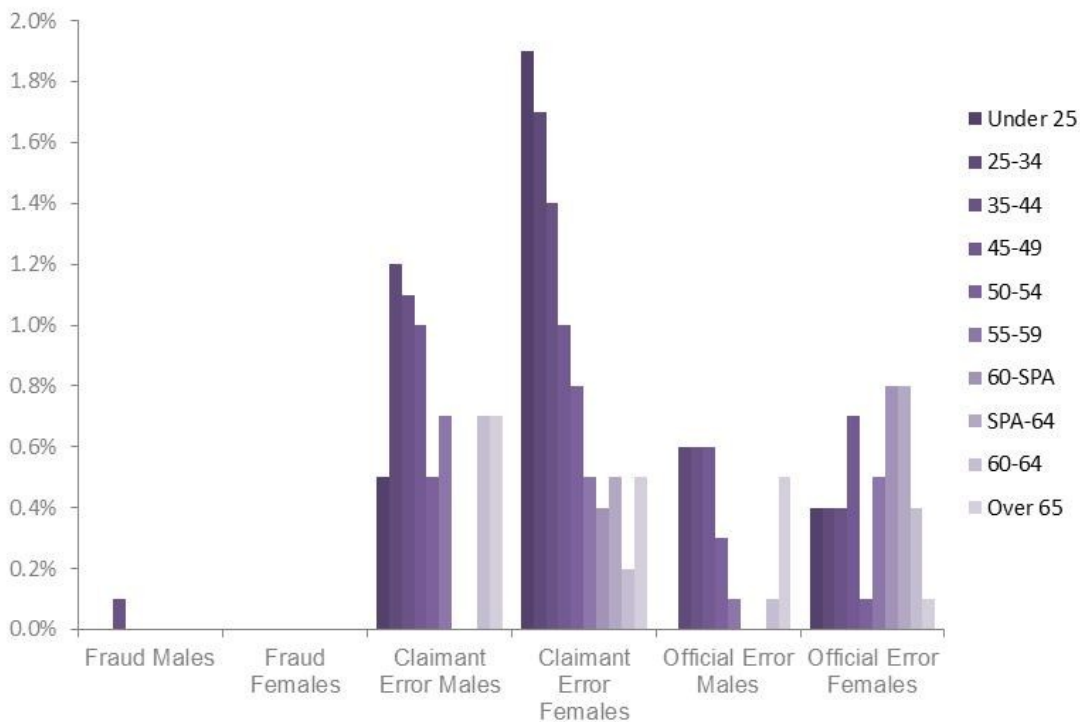
Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Figure 11.2c: Pension Credit underpayments: age by type See notes 1 to 5



Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Figure 11.2d: Housing Benefit underpayments: age by type See notes 1 to 5



Source: DWP Monetary Value of Fraud and Error in the Benefits System national statistics

Notes (figures 11.1a to 11.2d):

1. This measure shows the total overpayments/underpayments as a % of overall spend in that category for that subset of people.
2. Lower level age group breakdowns may not be available due to sample sizes.
3. Estimates are subject to sampling uncertainty as data is sourced from a stratified sample of administrative data from the Department for Work and Pensions’ benefit systems.
4. Proportions for each age group are available in the supporting [Datasheets](#).
5. Statistical significance is not available for this indicator.

Links to additional information:

[National and Official Statistics products](#) – we produce a number of National and Official Statistical products.

[Income-Related Benefits Estimate of Take-up](#) – includes some details on age and gender.

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

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

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

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

[Access to Work](#) – contains statistics about the programme that helps fund reasonable adjustments for disabled workers.

[Lone Parents Receiving Jobseeker's Allowance](#) – includes details on age, gender, and ethnicity

[Life Opportunities Survey](#) – includes data on how disabled and non-disabled people participate in society

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

Report under the Public Sector Equality Duty

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

Contact details:

DWP Diversity and Equality team
Kings Court
80 Hanover Way
Sheffield
S2 7UF

Email: health.wellbeingandinclusion@dwp.gsi.gov.uk

ISBN: 978-1-78425-804-7

Published by the Department for Work and Pensions
www.dwp.gov.uk