

Department for Work and Pensions Equality Information (Customer Data)

Report under the Public Sector Equality Duty

July 2014

Contents

List of tables	3
Employment	3
Poverty and Social Mobility	3
Pensions	
Fraud and Error	
Operational Working of the Department	
Additional Employment Gap data	3
Introduction	4
The legal requirements	4
Our overall approach	5
Our approach to engaging with our service users	5
Our approach to paying due regard	
Our approach to developing equality objectives	
Alternative formats	6
Information about our policies and services	7
Employment related impact indicators	11
1. Rates of people moving from out of work benefits into employment	11
2. Numbers on key out of work benefits	14
Proportion of children living in workless households	19
Proportion of young people not in full-time education who are not in employment	23
5. Gap between the employment rates for disabled people and the overall	
populationpopulation	
6. Average age people stop working ^{1,2}	31
Poverty and social mobility related impact indicators	34
7. Rate of disability poverty	34
8. Rate of pensioner poverty	41
9. Proportion of the lowest earning 25 to 30 year olds that experience wage	
progression ten years later	45
Pensions-related impact indicators	48
10. Number of employees in a pension scheme sponsored by their employee	r48
Operational working of the Department related impact indicators	51
11. Monetary value of fraud and error in the benefit system	
12. Customer and claimant opinion of DWP service levels	
13. Additional employment gap data	66
Links to additional information:	68

List of tables

Employment

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

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

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

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

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

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

Poverty and Social Mobility

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

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

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

Pensions

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

Fraud and Error

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

Operational Working of the Department

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

Additional Employment Gap data

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

Introduction

The legal requirements

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

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

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

The protected characteristics covered by the Equality Duty are:

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

We must publish:

- information relating to people who are affected by our policies and practices who share protected characteristics, for example, our service users. This information is included in full below by providing further breakdowns for our impact indicators; and
- information relating to our employees who share protected characteristics. This is published here: https://www.gov.uk/government/publications/dwp-equality-information-2014-employee-data

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

This is the fourth report under this duty. Previous publications can be found for <u>January 2012</u>, <u>July 2012</u>, and <u>July 2013</u>.

Our overall approach

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

- a table of data;
- a brief explanation of what this tells us and how an improvement will be shown; and
- links to other information that you may find useful.

Our approach to engaging with our service users

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

In 2007 the Department established the DWP <u>Customer Equality Reference Group</u> to help embed a strong customer perspective on diversity issues and to act as a channel for consultation. We engaged the group on our overall approach to the Public Sector Equality Duty and this included getting feedback on the structure and content of our information reporting and the development of our equality objectives.

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

Our approach to paying due regard

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

Our approach to developing equality objectives

The <u>specific duty</u> required the <u>Department to set measurable equality objectives</u> by 6 April 2012 and refresh them at intervals of not less than 4 years. Our objectives look at addressing key equality issues for both our customers and employees. They are embedded within our organisational aims and align with our <u>Departmental Business</u>

<u>Plan</u>. We undertake regular reviews of our objectives to check on progress and they will be formally reviewed in April 2016.

Alternative formats

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

Diversity and Equality Team

Kings Court

80 Hanover Way

Sheffield

S2 7UF

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

Feedback

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

Information about our policies and services

Number	Indicator	Data source	Time period and availability
1	Rates of people moving from out-of-work benefits	DWP administrative data	 Latest data available for new claims to Jobseekers Allowance (JSA) between January-March 2013 that had subsequently flowed off JSA within 52 weeks i.e. by March 2014. For Employment and Support Allowance, the cohort is for new claims between October - December 2012 that have flowed off within 65 weeks i.e. by March 2014. Breakdowns currently available by age and gender.
2	Numbers on key out-of-work benefits	DWP administrative data	 Splits currently available by age and gender, and ethnicity. Latest data available at May 2014 covered November 2013. Produced four times a year covering the months of February, May, August and November. Data are available with six months delay.
3	Proportion of children living in workless households	Labour Force Survey	 Latest data available at July 2014 covers Quarter 4 2013 (October-December) New data are released twice a year, for Quarter 2 and Quarter 4 each year, typically 2-4 months after the reference period. Splits currently available by age, ethnicity and gender of child. Splits are not currently available by disability or religion, because these questions are only asked of LFS respondents aged 16 years or over. Only respondents aged 16 years or over are asked their sexual orientation. The LFS does not record whether or not respondents are pregnant or have undergone gender reassignment, so it is not possible to provide

			separate estimates for these groups.
4	Young people not in employment or full-time education	Labour Force Survey	 Impact indicator covers age. Splits currently available by disability, ethnicity, religion and gender. Latest data available at July 2014 covered Quarter 1 2014. Produced monthly approximately six weeks after the period referred to Three months data are combined for the indicator.
5	Gap between employment rates for disabled people and the overall population	Labour Force Survey	 Impact indicator covers disability. Splits currently available by age, ethnicity, gender and religion or belief. Latest data available at July 2014 covered Quarter 1 2014. Produced quarterly approximately six weeks after the period referred to. Three months of data are combined for the indicator.
6	Average age people stop working	Labour Force Survey	 Breakdowns are currently available by age, ethnicity, gender and religion or belief. Latest data available in July 2014 covered Quarter 1 2014 for gender, and 4 quarter averages (to increase data reliability for small sample size) from Quarter 2 2013 to Quarter 1 2014 for ethnicity and religion or belief. Data are produced quarterly approximately six weeks after the period referred to.
7	Rate of disability poverty	Family Resources Survey	 Indicator covers disability. Splits currently available by age, ethnicity and gender. Latest data available at July 2014 covered 2012/13. Produced once a year covering a financial year, with a delay of just over a year after the end of the period referred to. Data do not include care home residents due to the sample for the survey used consisting of the private household population
8	Rate of pensioner poverty	Family Resources Survey	 Splits currently available by age, disability, ethnicity and gender. Latest data available at July 2014 covered 2012/13.

			 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.
9	Proportion of the lowest earning 25 to 30 year olds that experience wage progression ten years later	Annual Survey of Hours and Earnings (ASHE)	 Likelihood of progression of 25-30 year olds by gender. Data for other protected characteristics are not currently available. Latest data available at July 2014 covered 2004 - 2013.
10	Number of employees in a pension scheme sponsored by their employer	Annual Survey of Hours and Earnings (ASHE)	 Splits currently available by age and gender. This will be supplemented by data from the Family Resources Survey for religion or belief and sexual orientation which has been collected from April 2011. Latest data available at July 2014 covered 2013.
11	Monetary value of fraud and error in the benefit system	DWP Administrative Data	 Preliminary estimates for 2013/14 were released on 15th May 2014. This covers the period from October 2012 – September 2013. Splits currently available by age and gender.
12	Customer and claimant opinion of DWP service levels	DWP Administrative Data	 Splits currently available by age, disability, ethnicity and gender. The latest data available at July 2014 is from the 2013 DWP Claimant Service and Experience Survey
13	Employment gap	Labour Force Survey	 This indicator provides GB employment rates and gaps for women, disabled people, ethnic minorities, young adults and older workers in comparison to the overall population Data available approximately six weeks after the end of each quarter. Data are seasonally unadjusted so only year on year comparisons can be made.

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

Employment related impact indicators

1. Rates of people moving from out of work benefits into employment

What does this tell us?

This indicator reports off-flow rates for cohorts of customers who flow onto each benefit in a given period. For example: across all ages 92% of those starting to receive Jobseeker's Allowance between January and March 2013 had stopped receiving the benefit 52 weeks later; across all ages 47% of those who claimed Employment and Support Allowance between October and December 2012 had stopped receiving the benefit 65 weeks later.

This measure is included because Jobcentre Plus adds value by reducing the time it takes for a customer to move off benefits. The Jobseekers Allowance portion of the measure directly affects the claimant count, and the measure as a whole will provide useful information as to whether the Department's Spending Review settlement is being implemented.

How will an improvement be shown?

An increase in the indicator will demonstrate whether an improvement has been achieved. However, the indicator level will be affected by benefit conditionality and operational changes, seasonal variation and the economic cycle. For example, in a recession, even if Jobcentre Plus is performing well, the off-flow rate is likely to fall.

Off-flow rates vary naturally over time, and will be impacted by policy changes, as well as changes in the economy. Over the time period covered by the Indicator, the Department has enacted Welfare Reform changes that have changed the composition of both of these benefits. The Department has also stopped some employment programmes and introduced new programmes. Therefore any comparison with previous years' figures must be made in this context.

Links to other information that you may find useful

A <u>Destination Survey</u> was undertaken by the Department in 2011 which provides data on the rate of people moving from key out of work benefits into employment.

The supporting <u>datasheets</u> are available online and provide comparable figures from the previous years.

Table 1.1: Jobseekers Allowance off-flow rate within 52 weeks, for claims received between January - March 2013 by Age

Age	Total On-flow	Total Off-flow	Rate
16-24	276,800	262,600	95%
25-49	408,980	371,030	91%
50+	109,100	97,280	89%
Total	794,910	730,920	92%

Since last year there have been small movements in off-flow rates across age groups, and there has been a slight increase in the overall rate from 90% to 92%.

Table 1.2: Jobseekers Allowance off-flow rate within 52 weeks, for claims received between January - March 2013 by Gender

Gender	Total On-flow	Total Off-flow	Rate
Male	521,750	481,900	92%
Female	273,160	249,020	91%
Total	794,910	730,920	92%

Since last year there have been small increases in off-flow rates across both genders, and there has been a slight increase in the overall rate from 90% to 92%.

Table 1.3: Employment and Support Allowance off-flow rate within 65 weeks, for claims received between October - December 2012 by Age

Age	Total On-flow	Total Off-flow	Rate
16-24	32,510	21,240	65%
25-49	180,440	90,980	50%
50+	133,760	51,590	39%
Total	346,750	163,800	47%

Since last year's report there has been a decrease in the overall off-flow rate from 53% to 47% and this has been reflected across all age groups.

Table 1.4: Employment and Support Allowance off-flow rate within 65 weeks, for claims received between October - December 2012 by Gender

Gender	Total On-flow	Total Off-flow	Rate
Male	191,310	92,190	48%
Female	155,440	71,610	46%
Total	364,750	163,800	47%

Since last year's report there has been a decrease in the overall off-flow rate from 53% to 47% and this has been reflected across both genders.

Source: Work and Pensions Warehouse, provided by Information, Governance and Security Directorate sourced from JSAPS Legacy Data.

Notes:

- The On Flow Cohort Period corresponds to the Cycle A reporting month, beginning on the Saturday after the final Friday of the previous month and ending on the final Friday of the current month. This data covers three On Flow cohort periods.
- 2. The rate is calculated as the total number of Off Flows from an On Flow Cohort Period, divided by the number of on flows within the On Flow Cohort Period, multiplied by 100 (rounded to the nearest percent).
- 3. On-flow and off-flow figures are rounded to the nearest 10.
- 4. Off-flow measure for JSA is based on claims ending within 52 weeks of on-flow.
- 5. Off-flow measure for ESA is based on claims ending within 65 weeks of on-flow.
- 6. Totals do not sum due to a small minority of cases having an incorrect date of birth recorded on the JSAPS systems.
- 7. Seasonal patterns as well as the impact of policy changes make comparisons between, and across, years difficult.

2. Numbers on key out of work benefits

What does this tell us?

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

- Jobseeker's Allowance;
- Incapacity Benefits/Employment and Support Allowance;
- Lone parents receiving Income Support; and
- Others receiving income-related benefits. These are mainly Pension Credit recipients for men aged under state pension age. The remainder are in receipt of Income Support.

How will an improvement be shown?

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

However, over the time period covered by the indicator, the Department has enacted Welfare Reform changes that have changed the composition of certain benefits. The Department has also stopped some employment programmes and introduced new programmes. Comparison with previous years is therefore not appropriate for this indicator.

Links to other information that you may find useful

Further information about a variety of benefits and customer groups is available on the <u>DWP tabulation tool</u>, where user defined tables can be created.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 2.1: Numbers on key out of work benefits by age, Great Britain, working age population, November 2013 ^{1,2}

Age	Jobseeker's Allowance (claimant count) ⁵	ince and Support Parei ant Allowance on		Other (Income Support, others and Pension Credit) 7,8
Unknown Age	-	-	-	300
Under 18	1,400	4,100	3,600	7,100
18-24	297,200	165,300	146,500	22,200
25-34	301,300	341,400	212,000	5,500
35-44	232,600	493,100	96,000	3,100
45-49	120,100	358,600	17,700	1,900
50-54	103,300	390,200	6,700	2,100
55-59	79,000	410,900	2,200	2,300
60-64	27,700	292,700	400	97,700

Since last year there has been a general fall in claimant numbers across all benefit types. There has been a considerable fall for JSA, particularly in the 18-24 age group. The numbers on ESA and incapacity benefits have fallen in most groups except 18-24 and 25-34, which have increased.

Lone Parents on Income Support have fallen across most age groups. The 50-54 and 55-59 age groups have increased slightly since last year. In the 'Other' category there have been falls in each group except the Unknowns.

Table 2.2: Numbers on key out of work benefits by ethnicity, Great Britain, working age population, November 2013 ^{1,2}

Ethnicity	Jobseeker's Allowance (claimant count) ⁵	Lone Parents on Income Support ⁶
White: British	842,900	364,000
White: Irish	6,200	2,800
White: Other white	48,300	9,100
Mixed: White & Black Caribbean	10,600	6,400
Mixed: White & Black African	3,100	1,500
Mixed: White & Asian	2,500	900
Mixed: Other Mixed	7,500	2,700
Asian or Asian British: Indian	17,600	2,600
Asian or Asian British: Pakistani	28,000	9,000
Asian or Asian British: Bangladeshi	11,500	3,100
Asian or Asian British: Other Asian	10,000	2,400
Black or Black British: Black Caribbean	34,600	11,500
Black or Black British: Black African	36,200	17,800
Black or Black British: Other Black	9,400	3,100
Chinese or Other Ethnic Group: Chinese	2,200	900
Chinese or Other Ethnic Group: Other Ethnic Group	26,000	7,500
Prefer not to say	49,400	23,400
Missing/old values/no personal contact	16,600	16,400

From November 2012 to November 2013 for JSA there were decreases across all ethnic groups. For income support, there was a general decrease across all groups from November 2012 to November 2013. The 'White: Other White' group was the only group to increase.

Table 2.3: Numbers on key out of work benefits by gender, Great Britain, working age population, November 2013 ^{1,2,3}

Gender	Jobseeker's Allowance (claimant count) UK ⁴	Jobseeker's Allowance (claimant count) GB ⁵	Employment and Support Allowance and incapacity benefits ^{6, 9}	Lone Parents on Income Support ⁶	Other (Income Support others and Pension Credit) 7,8
Male	824,300	745,900	1,327,500	12,300	111,000
Female	446,700	418,200	1,128,900	472,700	31,300

There has been a decrease in the number of males and females claiming out of work benefits since November 2012. In particular there have been large decreases in males and females claiming Jobseeker's Allowance.

All tables sourced from: DWP Administrative Data; Columns 1 and 2 from the Jobseeker's Allowance (JSA) Claimant Count.

Notes:

- 1. This table includes the key out-of-work client group categories, with the exception of carers who are not subject to activation policies in the same way as other groups.
- 2. All final figures are rounded to the nearest 100.
- 3. This table presents just one Jobseeker's Allowance (JSA) series. The United Kingdom (UK) seasonally adjusted series is not broken down by age, but is available by gender. The JSA series presented covers Great Britain (GB) and is not seasonally adjusted. This second series is presented as it allows comparisons with the other key out of work benefits published by DWP which also cover GB and are not seasonally adjusted. This JSA series differs slightly from the JSA numbers presented elsewhere for this indicator as it excludes non-computerised clerical cases (approx 1 percent of cases).
- 4. UK figures (seasonally adjusted) published by the ONS. This series is the most reliable and up-to-date source for claimant unemployment.
- 5. GB figures (not seasonally adjusted) published by the ONS. This series is the most reliable and up-to-date source for claimant unemployment.
- 6. GB figures (not seasonally adjusted). Published by DWP as part of the 100 per cent working age client group analysis. A consistent series for the UK as a whole is not readily available.

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

3. Proportion of children living in workless households

What does this tell us?

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

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

How will an improvement be shown?

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

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

Links to other information that you may find useful

Further information can be found on the Office of National Statistics <u>website</u>, available online.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 3.1: Percentage of children in each household economic activity category by age of child, October-December 2013^{1,2,3}

Combined economic activity status of household					
Age of child	Working households	Households containing both working and workless members	Workless households	All children	
Under 1	56	32	12	100	
1	50	33	17	100	
2	51	34	15	100	
3	54	32	14	100	
4	51	32	17	100	
5	53	33	14	100	
6	56	31	14	100	
7	56	31	13	100	
8	55	31	14	100	
9	57	32	12	100	
10	57	32	11	100	
11	56	31	13	100	
12	53	35	12	100	
13	51	37	12	100	
14	50	41	9	100	
15	50	38	12	100	
All	53	33	13	100	

Although the differences between consecutive age groups are generally not statistically significant, there is a general pattern of the indicator decreasing with age, such that the differences between the youngest and eldest age groups are statistically significant. For example, in 2013 the indicators for those aged 14 or 15 years are significantly lower than for those aged 1 or 2 years. The main exception is for those aged under 1 year, where the indicator is significantly lower than for those aged 1 year.

The central estimates shown in the table suggest that the indicator has decreased since 2010 for each of the age groups shown, except those aged 1 year. Although

the decrease for all ages combined was statistically significant, the decrease was not statistically significant for every individual age group, at least partly due to the smaller sample sizes involved in estimating these changes. There is no evidence of a change over time in the broad pattern of the indicator across different age groups.

Table 3.2: Percentage of children in each household economic activity category by gender of child, October-December 2013^{1,2,3}

Combined economic activity status of household				
Gender of child	Working households	Households containing both working and workless members	Workless households	All children
Male	53	34	13	100
Female	54	33	13	100
All	53	33	13	100

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

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

Table 3.3: Percentage of children in each household economic activity category by ethnic origin of child, October-December 2013^{1,2,3}

Combined economic activity status of household				
Ethnic origin of child	Working households	Households containing both working and workless members	Workless households	All children
White	58	30	13	100
Mixed / Multiple ethnic groups	49	34	17	100
Indian	50	46	4	100
Pakistani / Bangladeshi	18	68	14	100
Black / African / Caribbean / Black British	39	36	25	100
Chinese / Other ethnic group	32	49	19	100
All ⁴	53	33	13	100

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

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

Source: LFS household datasets.

Notes:

- 1. 'Children' refers to children under 16.
- 2. Households including at least one person aged 16 to 64.
- 3. Data is rounded to the nearest percentage point.
- 4. Total includes children with unknown ethnic origin.

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

What does this tell us?

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

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

How will an improvement be shown?

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

The tables on the datasheets also provide estimates for one year and two years prior to the latest data, for comparison purposes.

Estimates by religion and ethnicity look at annual averages. Individual quarters are not given due to sample sizes. Estimates for 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, and so are not available for the year to Q1 2011.

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

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 4.1: Percentage of young people not in full-time education who are workless by disability, UK, Quarter 1 2014 (January 2014-March 2014)^{1,2,9}

Disability status	Proportion
Those with a disability	58
Those without a disability	23
All ^{5,8}	27

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

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

Table 4.2: Percentage of young people not in full-time education who are workless by ethnicity, UK, four-quarter average Quarter 2 2013 to Quarter 1 2014 (April 2013- March 2014)^{1,3,9,8}

Ethnic group of individual	Proportion
White	28
Mixed/Multiple ethnic groups	33
Indian	44
Pakistani/Bangladeshi	55
Chinese or other ethnic group	41
Black/African/Caribbean/Black British	49
$All^{6,8}$	29

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

Comparisons over time should be treated with caution due to small sample sizes. The central estimates suggest that the indicator has decreased since 2012 for all ethnic groups except the 'Indian' and 'Pakistani/Bangladeshi' groups. The fall for the 'White' group was statistically significant.

Table 4.3: Percentage of young people not in full-time education who are workless by gender, UK, Quarter 1 2014 (January 2014- March 2014)^{4,8,9}

Gender	Proportion
Male	25
Female	31
All ⁸	28

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

The female indicator is now lower in 2014 than it was in 2012 and 2013 and these changes are statistically significant. The male indicator is also lower than it was in 2012 and 2013 but only the change since 2012 is statistically significant.

Table 4.4: Proportion of young people not in full time education who are workless by religion, UK, four-quarter average Quarter 2 2013 to Quarter 1 2014 (April 2013- March 2014)^{1,3,9}

Religion	Proportion
No religion	31
Christian	25
Buddhist	44
Hindu	32
Jewish	35
Muslim	53
Sikh	38
Any other religion	30
All ^{7,8}	29

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

The central estimates suggest that the indicator has decreased since last year for all religious groups except the 'Buddhist', 'Hindu', 'Sikh', and 'Any other religion' groups. However, none of these changes were statistically significant.

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.

Source: Labour Force Survey

Notes:

- 1. As with the overall measure of young people not in full time education who are workless, this breakdown uses LFS data. However, unlike the overall measure, this data is seasonally unadjusted and only released quarterly. Therefore it is not fully comparable with the overall measure.
- 2. Disability includes those who are disabled under the Equality Act definition. It covers the individual rather than the household.
- 3. This looks at the rate of the total of the four quarters from Quarter 2 2013 to Quarter 1 2014 (April 2013- March 2014) inclusive. Individual quarters are not given due to sample sizes.
- 4. This data is fully comparable with the overall measure using the ONS seasonally adjusted data.
- 5. Total includes young people with unknown disability
- 6. Total includes young people with unknown ethnic origin
- 7. Total includes young people with unknown religion
- 8. Totals may differ depending on whether or not the data are seasonally adjusted, and whether figures are given over one quarter or as an average over four quarters.
- 9. Data is rounded to the nearest percentage point.

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

What does this tell us?

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

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

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

How will an improvement be shown?

Generally a decrease in the indicator will demonstrate that an improvement has been achieved. However, economic conditions will also need to be taken into account. For example, recent research indicates that employment prospects for disabled people are less sensitive to economic conditions than the overall population¹. This may mean that as the economy improves and overall rates increase, the gap between the disabled and the overall employment rates will increase, which would represent a negative outcome for this indicator.

Links to other information that you may find useful

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

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports¹.

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

Table 5.1: Gap between employment rates for disabled people and the overall population by age, Great Britain, Quarter 1 2014 (January 2014- March 2014)

Age	Gap compared to same age group in the general population (percentage points)
16-17	8
18-24	21
25-34	30
35-44	30
45-54	31
55+	26

There is a statistically significant difference in the employment rate gap between those aged under 25 and the over 25 age groups.

Table 5.2: Gap between employment rates for disabled people and the overall population by ethnicity, Great Britain, Quarter 2 2013 to Quarter 1 2014 (April 2013-March 2014)^{4,7}

Ethnicity	Gap compared to the same ethnicity group in the general population (percentage points)
White	29
Mixed / Multiple ethnic groups	27
Indian	23
Pakistani/Bangladeshi	22
Chinese/Other ethnic group	21
Black / African / Caribbean / Black British	22

There is a statistically significant difference in the employment rate gap between the White and Mixed/Multiple ethnic groups and the remaining ethnic groups.

Ethnicity questions in the Labour Force Survey were changed in 2011, in line with the 2011 Census. The impact of these changes is under assessment by the Office for National Statistics. Comparisons over time should be treated with caution.

Table 5.3: Gap between employment rates for disabled people and the overall population by gender, Great Britain, Quarter 1 2014 (January 2014- March 2014)

Gender	Gap compared to the same gender group in the general population (percentage points)
Male	31
Female	24

There is a statistically significant difference in the employment rate gap between males and females.

Table 5.4: Gap between employment rates for disabled people and the overall population by religion, Great Britain, Quarter 2 2013 to Quarter 1 2014 (April 2013-March 2014)^{4,8}

Religion	Gap compared to the same religion group in the general population (percentage points)
No religion	27
Christian	29
Buddhist	20
Hindu	22
Jewish	22
Muslim	20
Sikh	28
Any other religion	23

There is a statistically significant difference in the employment rate gap between those whose religion is Hindu, Jewish or Muslim, when compared to those who are Christian.

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.

All tables sourced from: Labour Force Survey.

Notes:

- 1. Changes in Q2 2013 to the wording of the disability questions within the Labour Force Survey questionnaire, and a move to only reporting those who are disabled within the core definition of the Equality Act, have led to a step change in the levels of reported disability and their composition (e.g. proportion in employment). The move to only reporting those who are disabled within the core definition of the Equality Act, and the change in the wording of the questions, is to bring the Labour Force Survey in line with the GSS harmonised definition for disability, which is being rolled out across all surveys. This has occurred as a result of the Equality Act 2010. Therefore, estimates of disability from the Labour Force Survey for Q2 2013 onwards should not be compared directly with earlier years.
- 2. An example of this is research available at: http://www.iza.org/conference files/EcCrRiUnEm2010/berthoud r281.pdf
- 3. Data is rounded to the nearest percentage point
- 4. Data is subject to sampling variation and is not seasonally adjusted
- 5. Data covers GB only, not UK
- 6. Accuracy of data is limited by small sample sizes for all tables.
- 7. Ethnicity is self-reported
- 8. Religion or Belief is self-reported

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

What does this tell us?

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

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

<u>Fuller working lives</u> is an important part of the response to demographic ageing and ensuring pensions sustainability. Monitoring changes in average age of withdrawal will provide an indication of how the Department's policies are encouraging longer working.

How will an improvement be shown?

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

Links to other information that you may find useful

Further information on the labour market and retirement is available in the <u>ONS</u> report on Pension Trends, available online.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 6.1: Average age of withdrawal from the labour market by ethnicity and gender, United Kingdom, four-quarter average: Quarter 2 2013 to Quarter 1 2014 (April 2013 to March 2014)^{3,4,5,6,7,9}

Ethnic group of individual	Men	Women
White	64.8	63.2
Non-White	64.7	62.5

The only group for whom year-on-year changes can be compared is white people — which has shown a small increase of 0.4 years for women and no change for men since last year. The increase for women appears to be consistent with the increase in the top-level female figure. The sample size for non-white group is insufficient to detect small year-on-year changes.

Table 6.2: Average age of withdrawal from the labour market by gender, United Kingdom, Quarter 1 2014 (January to March 2014)^{3,4}

	Men	Women
Age of withdrawal from labour market	64.8	63.2

There has been a small increase of 0.2 years for women and little change for men since last year. Although the magnitude of the year-on-year change for both men and women is considered to be small and not statistically significant¹⁰, there has been a larger statistically significant one of 0.6 years for women since 2010. This is consistent with evidence that the increase in Women's State Pension age, which is increasing from 60 in 2010 to 65 in 2018, has led to older women in the workforce – and hence higher retirement ages. A recent publication by the Institute for Fiscal Studies¹¹ has studied this in more detail.

Table 6.3: Average age of withdrawal from the labour market by gender and religion or belief, Great Britain, four-quarter average: Quarter 2 2013 to Quarter 1 2014 (April 2013 to March 2014)^{3,4,5,7,8,9}

Religion	Men	Women
No religion	64.6	63.2
Christian	64.9	63.2
Any other religion (inc Buddhist, Hindu, Jewish, Sikh, Muslim, Others)	64.8	62.9

Christian (the largest group) has shown a significant increase of 0.5 for women but no change for men since last year. The increase for women appears to be consistent with the increase in the top-level female figure. The sample size for no religion and any other religion group are insufficient to detect small year-on-year changes.

All data sourced from: Labour Force Survey

Notes:

- 1. The 2011 Equality Information Report contained a breakdown for disabled people versus non-disabled people (Table 6.1). From the 2012 report onwards we have dropped this table. Our investigations into the data quality have identified that the methodology used does not support a breakdown by disability status as the prevalence of disability in the population increases with age, and an individual becoming disabled is associated with withdrawal from the labour market, meaning that the calculation is biased. A more detailed note explaining the calculation of the "static" exit age indicator is available at: http://www.ons.gov.uk/ons/rel/pensions/average-age-of-withdrawal-from-the-labour-market/2010/index.html
- 2. The 2012 Equality Information Report contained more detailed breakdowns of ethnicity and religion. From the 2013 report onwards we have combined some of the smaller ethnic or religious groupings. The data has been found to be extremely sensitive to small sample sizes, and can become biased. Therefore, we publish breakdowns only if the un-weighted sample size from four quarters of LFS data is around 3,000 or greater. Combining some of the smaller ethnic or religions groupings results in more robust estimates, but this does mean that we are unable to detect what may be real differences in average exit age between some of the smaller groups
- 3. Data are rounded to the nearest 0.1 years
- 4. Data are subject to sampling variation and is not seasonally adjusted.
- 5. Breakdowns with an un-weighted sample size of less than 3,000 are not shown as sampling variation is very high, and a small sample can bias the results.
- 6. Accuracy of data is limited due to small sample size
- 7. Ethnicity is self-reported
- 8. Data covers Great Britain only
- Religion or Belief is self-reported
- 10. Due to the complicated methodology involved for this indicator, statistical significance cannot be reliably estimated unless sample sizes are exceptionally high. An increase in the average age of withdrawal of more than around 0.5 years would demonstrate a significant change.
- Incentives, shocks or signals: labour supply effects of increasing the female state pension age in the UK – Mar 2013 (http://www.ifs.org.uk/wps/wp1303.pdf)

Poverty and social mobility related impact indicators

7. Rate of disability poverty

The disability poverty indicator measures the percentage of individuals in families containing someone who is disabled and with incomes below 60 per cent of equivalised contemporary median income, Before Housing Costs, meaning they are in relative low income.

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

The headline changes in the poverty rate for families with a disabled member and families with no disabled member are not statistically significant between 2011/12 and 2012/13. Statistical significance for the detailed breakdowns has not been provided unless specifically stated.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Changes in 2012/13

In 2012/13 the Family Resources Survey (FRS) disability questions were revised to reflect new harmonised standards. Disabled people are identified as those who report any physical or mental health condition(s) or illness(es) that last or are expected to last 12 months or more, and which limit their ability to carry out day-to-day activities a little, or a lot.

When we compare 2012/13 survey-based population estimates under the new definition, and 2011/12 under the old definition, we see an increase in the number of all individuals in disabled families of 0.2m in 2012/13 (similar to those in non-disabled families).

When we look at this for pensioners and children, we see that the number of pensioners in disabled families decreased by 0.3m and increased by 0.4m in non-disabled families. And for children, the pattern was reversed, in that the number of children in disabled families increased by 0.3m, while those in non-disabled families fell by 0.2m.

These figures could be affected by the change in the disability questions. Individuals might have different interpretations of particular health conditions or question wording meaning that changes to the disability question may have had a different effect on certain groups. **Therefore**, **comparisons between the**

2012/13 figures in this report and past data should be made with caution, as they may be affected by the change in the definition of disability.

Table 7.1: Poverty rate for individuals by presence of disabled member in the family, 2012/13, United Kingdom (relative low income, Before Housing Costs) 1, 2, 3, 4, 7

Group	Families with a disabled member	Families with no disabled member
Poverty rate (%)	19	14

Source: Households Below Average Income 2012/13

In 2012/13, a higher proportion of individuals with at least one disabled member were living in relative poverty Before Housing Costs, compared to individuals living with no disabled members.

Between 2011/12 and 2012/13 the percentage of individuals in relative poverty in families where at least one member is disabled increased from 18 per cent to 19 per cent, while it fell from 15 per cent to 14 per cent for those in households with no disabled member. Neither of these changes were statistically significant.

Table 7.2: Poverty rate for individuals by age and presence of disabled member in the family, 2012/13, United Kingdom (relative low income, Before Housing Costs) $^{1, 2, 3, 4, 5, 6, 7}$

	Age of individual	Poverty rate (%)		
Group		Families with a disabled member	Families with no disabled member	
Children	0-4	21	16	
	5-10	17	16	
	11-15	22	16	
	16-19 dependent children	25	17	
Working- age adults	16-19 adults		19	
	20-24	24	15	
	25-29	22	12	
	30-34	18	10	
	35-39	20	11	
	40-44	19	13	
	45-49	22	12	
	50-54	22	11	
	55-59	23	11	
	60-State Pension Age	23	16	
Pensioners	State Pension Age-64 (females)	15	12	
	65-69	13	13	
	70-74	12	16	
	75-79	15	19	
	80-84	17	22	
	85+	20	28	

Source: Households Below Average Income 2012/13

With the exception of pensioners, those living in families with a disabled member had a higher poverty rate than those in families without a disabled member in 2012/13.

Between 2011/12 and 2012/13 the poverty rate for children in families with a disabled member remained level. There were increases for working-age adults and pensioners although these were not statistically significant³.

Table 7.3: Poverty rate for individuals by ethnic group of head of household and presence of disabled member in the family, 2010/11-2012/13, United Kingdom (relative low income, Before Housing Costs) 1, 2, 3, 4, 5, 7, 8

	Poverty rate (%)					
Ethnic group of head (3-year average)	Families with a disabled member	Families with no disabled member				
White	18	13				
Mixed / Multiple ethnic groups		19				
Asian / Asian British	37	26				
Indian	30	15				
Pakistani	46	41				
Bangladeshi		42				
Chinese		28				
Any other Asian background		22				
Black or Black British	25	23				
Other ethnic group	27	24				

Source: Households Below Average Income 2012/13

The poverty rate in 2012/13 was higher for individuals living in households headed by someone from an ethnic minority. This is the case both for those in families with a disabled member and for those in families with no disabled member.

Comparison between the 2009/10 to 2011/12 figures and the 2010/11 to 2012/13 figures shows that the poverty rate for those in families with a disabled member remained level for the 'White' ethnic group but saw a slight fall for the 'Asian or Asian British' and 'Black or Black British' ethnic groups³.

Table 7.4: Poverty rate for individuals by gender and presence of disabled member in the family, 2012/13, United Kingdom (relative low income, Before Housing Costs) 1, 2, 3, 4, 6, 7, 9

	Poverty	rate (%)
	Families with a disabled member	Families with no disabled member
Male child	19	16
Female child	23	16
Male Working-age adult	22	13
Female Working-age adult	21	12
Male Pensioner	14	14
Female Pensioner	16	18

Source: Households Below Average Income 2012/13

For individuals living in families with a disabled member, the poverty rate in 2012/13 was higher for females compared to males, with the exception of working-age adults.

Between 2011/12 and 2012/13 there was generally an increase in the poverty rate across these groups with the exception of male children³.

Notes:

1. In order to allow comparisons of living standards between different household types, income is adjusted to take into account variations in the size and composition of the household in a process known as equivalisation. This adjustment reflects the notion that a household of several people requires a higher income than a single person in order for both households to have an equivalent standard of living.

- 2. This indicator is measured using Household Below Average Income statistics sourced from the Family Resources Survey. The indicator measures the percentage of individuals in families containing someone who is disabled with incomes below 60 per cent of contemporary equivalised median income, Before Housing Costs. Data are annual with approximately a 12-month time lag after the end of the survey period.
- 3. All estimates are based on survey data and are therefore subject to uncertainty. Some changes between years will be small in relation to sampling variation and other sources of error and may not be statistically significant. This is relevant for particular sub-groups, as these will have smaller sample sizes than the overall survey sample size. For these subgroups it is important to look at long-term trends. Statistical significance is not provided for these particular breakdowns.
- 4. Proportions of individuals in low-income households have been rounded to the nearest percentage point.
- 5. Data is unavailable due to small sample sizes and is indicated as suppressed by (..)
- 6. Pensioners are defined as all those adults above State Pension age. The SPa is 65 for men born before 6th December 1953. For women born on or before 5th April 1950, SPa is 60. From 6th April 2010, the SPa for women born on or after 6th April 1950 will increase gradually between April 2010 and November 2018. Other changes are planned or have been announced from December 2018 when the State Pension age for both men and women will start to increase to reach 66 in October 2020. Further increases to bring the SPa to 67 are proposed to be phased in between 2026 and 2028. These changes are published at: https://www.gov.uk/changes-state-pension. For 2012/13 data, women are over SPa based on date of birth and date of the survey interview. For further guidance on calculating State Pension eligibility age, see: https://www.gov.uk/calculate-state-pension
- 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 those who report any physical or mental health condition(s) or illness(es) that last or are expected to last 12 months or more, and which limit their ability to carry out day-to-day activities a little, or a lot.
- 8. Statistics reported are on a three year average basis, due to the small sample sizes related to breakdown by ethnicity.
- 9. Households Below Average Income (HBAI) statistics assume that both partners in a couple benefit equally from the household's income, and will therefore appear at the same position in the income distribution. Research has suggested that, particularly in low income households, the assumption with regard to income sharing is not always valid as men

sometimes benefit at the expense of women from shared household income. This means that it is possible that HBAI results broken down by gender could understate differences between the two groups.

8. Rate of pensioner poverty

The pensioner poverty indicator measures the percentage of pensioners with incomes below 60 per cent of equivalised contemporary median income, After Housing Costs, meaning they are in relative low income.

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

The headline rate of pensioner poverty has remained flat between 2011/12 and 2012/13 and therefore not seen a statistically significant change. Statistical significance for the detailed breakdowns has not been provided unless specifically stated.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 8.1: Poverty rate for pensioners by age, UK, 2012/13 (relative low income, After Housing Costs) 1, 2, 3, 4, 8, 9, 10

Age	Poverty rate (%)
Under 65	13
65-69	12
70-74	12
75-79	14
80-84	13
85+	18

The oldest pensioner group had the highest poverty rate in 2012/13, while the rate was relatively similar across the other age groups.

Between 2011/12 and 2012/13 there were small movements in the poverty rates for different age groups, while the overall poverty rate remained at 13 per cent⁹.

Table 8.2: Poverty rate for pensioners by disability, UK, 2012/13 (relative low income, After Housing Costs) 1, 2, 3, 4, 5, 6, 8, 9

Disability status	Poverty rate (%)
Those living in families where no- one is disabled	14
Those living in families where someone is disabled	13

In 2012/13 pensioners living in families containing one or more disabled member had a similar poverty rate compared to pensioners living in families not containing a disabled member.

Between 2011/12 and 2012/13, the rate of pensioner poverty for those living in families where someone is disabled increased by 1 percentage point, and decreased by 1 percentage point for those in families where no-one is disabled. However, neither of these changes were statistically significant.

Table 8.3: Poverty rate for pensioners by ethnic group of head of household, UK, 2010/11-2012/13 (relative low income, After Housing Costs) 1, 2, 3, 4, 7, 8, 9

Ethnic group of head (3-year average)	Poverty rate (%)
White	13
Mixed/Multiple Ethnic Groups	
Asian or Asian British	31
Indian	27
Pakistani	31
Bangladeshi	
Chinese	
Any other Asian background	
Black/ African/ Caribbean/ Black British	24
Other Ethnic Group	21

The poverty rate in 2012/13 was higher for pensioners living in households headed by someone from an ethnic minority.

Comparison between the 2009/10 to 2011/12 figures and the 2010/11 to 2012/13 figures shows that the poverty rate fell slightly for the 'White' ethnic group, remained level for the Asian or Asian British' group and rose for the 'Black or Black British' group⁹.

Table 8.4: Poverty rate for pensioners by gender, UK, 2012/13 (relative low income, After Housing Costs) $^{1, 2, 3, 4, 8, 9, 10}$

Gender	Poverty rate (%)
Male	12
Female	14

The poverty rate in 2012/13 was lower for male pensioners than for female pensioners.

Between 2011/12 and 2012/13 the poverty rates remained unchanged for both males and females, at 12 per cent and 14 per cent respectively⁹.

All data sourced from: Households Below Average Income 2012/13.

Notes:

- 1. This indicator is measured using Households Below Average Income statistics sourced from the Family Resources Survey. The indicator measures the percentage of pensioners with incomes below 60 per cent of contemporary equivalised median income, After Housing Costs. Data are annual with approximately a 12 month time lag after the end of the survey period.
- 2. All estimates are based on survey data and are therefore subject to uncertainty. Small differences should be treated with caution as these will be affected by sampling error and variability in non-response. Estimates showing ethnic breakdowns are presented as three-year averages because of small sample sizes. However, the figures must still be treated with some caution, as the sample sizes are still small for certain ethnic minority groups.
- 3. Proportions of individuals in low-income households have been rounded to the nearest percentage point.

- 4. Pensioners are defined as all those adults above State Pension age. The SPa is 65 for men born before 6th December 1953. For women born on or before 5th April 1950, SPa is 60. From 6th April 2010, the SPa for women born on or after 6th April 1950 will increase gradually between April 2010 and November 2018. Other changes are planned or have been announced from December 2018 when the State Pension age for both men and women will start to increase to reach 66 in October 2020. Further increases to bring the SPa to 67 are proposed to be phased in between 2026 and 2028. These changes are published at: https://www.gov.uk/changes-state-pension. For 2012/13 data, women are over SPa based on date of birth and date of the survey interview. For further guidance on calculating State Pension eligibility age, see: https://www.gov.uk/calculate-state-pension
- 5. In 2012/13, in order to fully comply with the Equality Act definition, the Family Resources Survey (FRS) adopted the new suite of harmonised questions on disability. Disabled people are identified as those who report any physical or mental health condition(s) or illness(es) that last or are expected to last 12 months or more, and which limit their ability to carry out day-to-day activities a little, or a lot.
- 6. No adjustment is made to disposable household income to take into account any additional costs that may be incurred due to the illness or disability in question, and disability benefits have been included in the equivalised household income used. This means that the position in the income distribution of these groups, as shown here, may be somewhat upwardly biased. Results based on incomes excluding disability benefits are available in the 2012/13 Households Below Average Income publication.
- 7. '..' means data are not available due to small sample size.
- 8. Results cover the financial year 2012/13, i.e. April 2012 to March 2013.
- 9. Some changes between years will be small in relation to sampling variation and other sources of error and may not be statistically significant. This is relevant for particular sub-groups, as these will have smaller sample sizes than the overall survey sample size. For these sub-groups it is important to look at long-term trends. Statistical significance is not provided for these particular breakdowns.
- 10. Households Below Average Income (HBAI) statistics assume that both partners in a couple benefit equally from the household's income, and will therefore appear at the same position in the income distribution. Research has suggested that, particularly in low income households, the assumption with regard to income sharing is not always valid as men sometimes benefit at the expense of women from shared household income. This means that it is possible that HBAI results broken down by gender could understate differences between the two groups.

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

What does this tell us?

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

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

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

How will an improvement be shown?

An increase in the percentage of the group that progressed in the labour market will demonstrate an improvement in the indicator. However, the percentage with no data available in 2013 needs to be taken into account⁶.

Links to other information that you may find useful

Further information on this indicator is available online.

Additional indicators of social mobility in adulthood are available on the <u>Cabinet</u> Office website.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 9.1: Proportion of people aged 25-30 that experienced wage progression from the bottom earnings quintile, by gender, Great Britain, 2004-2013 3, 4, 5, 6

	AII (%)	Male (%)	Female (%)
Progressed	12%	13%	12%
Did not progress	37%	35%	39%
No data available	51%	52%	49%
Total	100%	100%	100%

There has been no statistically significant change in the proportion of either men or women who experienced wage progression compared to data from 2012 or 2011.

For the 2013 data, the difference between the proportion of males and women who experienced wage progression is not statistically significant.

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

Notes:

- 1. Data is rounded to the nearest percentage point.
- 2. This indicator is measured using ASHE and the earnings variable of interest is gross hourly earnings excluding overtime where earnings are not affected by absence. For individuals with more than one job (about 2% of employees in the sample) only their 'main job' is included in the analysis; as defined by the job.
- 3. ASHE does not contain information on disability; gender reassignment; pregnancy and maternity; race; religion or belief; sexual orientation or marriage and civil partnership.
- 4. This indicator uses unweighted data as the weighting variables within the dataset are intended for cross-sectional rather than longitudinal analysis, consistent with other longitudinal ASHE outputs within DWP. This may bias estimates as data are not necessarily representative of the employee population (calibrated to the Labour Force Survey) or adjusted for differences in response rates across firms.
- 5. Progression is defined by a move up the earnings distribution by 20 or more percentiles between 2004 and 2013.

- 6. "Did not progress" is defined by not increasing along the earnings distribution by 20 or more percentiles between 2004 and 2013.
- 7. "No data available" is defined as those who were in the bottom quintile in 2004 but had no earnings recorded in 2013
- 8. 2013 estimates are based on provisional ASHE data and may be subject to revision.
- 9. The Annual Survey of Hours and Earnings (ASHE) is based on a 1% sample of employee jobs taken from HM Revenue and Customs PAYE records. Information on earnings and hours is obtained from employers and treated confidentially. ASHE does not cover the self-employed nor does it cover employees not paid during the reference period. In 2013 information related to the pay period which included 17 April.

Pensions-related impact indicators

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

What does this tell us?

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

How will an improvement be shown?

Generally, an improvement in the indicator will be demonstrated if an increase has been achieved. The number of employees in a pension scheme sponsored by their employer increased between 2012 and 2013 by 0.9 million, reversing the previous downward trend.

Links to other information that you may find useful

Further information on this indicator is available online.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 10.1: Numbers of employees in a pension scheme sponsored by their employer by age, 2013, Great Britain^{1,2,3,4}

Age	Number (millions)
22-24	0.4
25-29	1.2
30-34	1.4
35-39	1.5
40-44	1.8
45-49	1.9
50-54	1.7
55-59	1.3
60-SPa	0.5
Total	11.7

In 2013 all age groups show an increase in the number of employees in a pension scheme sponsored by their employer, which may reflect the impact of the first 6 months of automatic enrolment implementation. In general, participation in workplace pensions increases with age, with the largest increases being seen in the under 35 age groups.

Table 10.2: Numbers of employees in a pension scheme sponsored by their employer by gender, 2013, Great Britain^{1,2,3,4}

Gender	Number (millions)
Male	6.0
Female	5.6
Total	11.7

Both the number of male and female employees in a pension scheme sponsored by their employer has increased in 2013. More men than women are participating in a workplace pension, although, since 2012 the largest increase, of 0.5 million, has been seen amongst women, compared with 0.4 for men.

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

Notes:

- 1. This indicator is measured using the Annual Survey of Hours and Earnings and includes all employee jobs (including those affected by absence) with an employer-sponsored pension where the individual is aged at least 22 and less than state pension age and where annual gross earnings is above the earnings threshold of £8,105 in 2012/13 earnings terms.
- 2. Numbers of employee jobs have been rounded to the nearest 0.1 million. Totals may not sum due to rounding.
- 3. '..' means data is not available
- 4. Tests to identify statistically significant differences in the level of pension membership among protected characteristics are not relevant for this indicator.

Operational working of the Department related impact indicators

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

What does this tell us?

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

Preliminary estimates for 2013/14 were released on 15th May 2014 and the data covers the period between October 2012 and September 2013.

How will an improvement be shown?

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

Links to other information that you may find useful

Reports on the monetary value of <u>fraud and error in the benefits system</u> are available online.

The supporting datasheets for this chapter are also available online.

Table 11.1: Estimates of Fraud and Error Overpayments for Income Support, 2013/14 (preliminary)

Income Support		All Ages	Under 25	25-34	35-44	45-49	50-64
All Claimants	Fraud	£80m	£20m	£30m	£10m	£10m	£20m
	Claimant Error	£50m	£10m	£10m	£10m	£0m	£10m
	Official Error	£20m	£0m	£0m	£0m	£0m	£10m
	Total	£150m	£30m	£40m	£30m	£10m	£40m
Female Claimants	Fraud	£60m	£10m	£30m	£10m	£0m	£10m
	Claimant Error	£40m	£10m	£10m	£10m	£0m	£10m
	Official Error	£10m	£0m	£0m	£0m	£0m	£0m
	Total	£110m	£30m	£40m	£20m	£10m	£20m
Male Claimants	Fraud	£20m	£0m	£10m	£0m	£0m	£10m
	Claimant Error	£10m	£0m	£0m	£0m	£0m	£10m
	Official Error	£0m	£0m	£0m	£0m	£0m	£0m
	Total	£40m	£0m	£10m	£10m	£10m	£20m

Table 11.2: Estimates of Fraud and Error Overpayments for Jobseeker's Allowance, 2013/14 (preliminary)

Jobseeker's Allowance		All Ages	Under 25	25-34	35-44	45-49	50-54	55-64
All Claimants	Fraud	£120m	£20m	£40m	£20m	£10m	£0m	£10m
	Claimant Error	£10m	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	£30m	£10m	£10m	£10m	£0m	£10m	£0m
	Total	£160m	£30m	£50m	£30m	£20m	£10m	£20m
Female Claimants	e Claimants Fraud		£10m	£10m	£0m	£10m	£0m	£10m
	Claimant Error	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	£20m	£0m	£0m	£10m	£0m	£0m	£0m
	Total	£50m	£10m	£10m	£10m	£10m	£0m	£10m
Male Claimants	Fraud	£80m	£10m	£30m	£20m	£10m	£0m	£10m
	Claimant Error	£10m	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	£20m	£0m	£10m	£0m	£0m	£0m	£0m
	Total	£110m	£20m	£40m	£20m	£10m	£10m	£10m

Table 11.3: Estimates of Fraud and Error Overpayments for Pension Credit, 2013/14 (preliminary)

Pension Credit		All Ages	60-64	65-69	70-74	75-79	80-84	85-89	90 and over
All Claimants	Fraud	£140m	£30m	£40m	£30m	£10m	£10m	£20m	£0m
	Claimant Error	£150m	£40m	£20m	£30m	£10m	£30m	£10m	£10m
	Official Error	£130m	£20m						
	Total	£410m	£80m	£90m	£80m	£40m	£50m	£40m	£30m
Female Claimants	Fraud	£80m	£10m	£30m	£20m	£10m	£0m	£10m	£0m
	Claimant Error	£90m	£20m	£10m	£20m	£10m	£20m	£10m	£10m
	Official Error	£80m	£0m	£10m	£10m	£10m	£20m	£10m	£20m
	Total	£250m	£30m	£50m	£40m	£30m	£40m	£30m	£30m
Male Claimants	Fraud	£60m	£20m	£20m	£20m	£0m	£0m	£0m	£0m
	Claimant Error	£60m	£20m	£10m	£10m	£0m	£10m	£10m	£0m
	Official Error	£50m	£10m	£10m	£10m	£10m	£0m	£0m	£0m
	Total	£170m	£50m	£40m	£30m	£10m	£10m	£10m	£0m

Table 11.4: Estimates of Fraud and Error Overpayments for Housing Benefit, 2013/14 (preliminary)

Housing Benefit		All Ages	Under 25	25-34	35-44	45-49	50-54	55- 59	60- 64	65 and over
All Claimants	Fraud	£340m	£30m	£80m	£100m	£30m	£20m	£20m	£10m	£50m
	Claimant Error	£900m	£50m	£240m	£230m	£80m	£100m	£50m	£50m	£90m
	Official Error	£150m	£10m	£20m	£30m	£10m	£10m	£10m	£10m	£70m
	Total	£1380m	£80m	£330m	£360m	£120m	£130m	£80m	£70m	£210m
Female Claimants	Fraud	£230m	£20m	£60m	£60m	£20m	£10m	£20m	£10m	£30m
	Claimant Error	£570m	£30m	£180m	£160m	£50m	£50m	£20m	£30m	£30m
	Official Error	£80m	£0m	£10m	£20m	£10m	£0m	£0m	£0m	£30m
	Total	£880m	£60m	£260m	£240m	£80m	£70m	£40m	£40m	£90m
Male Claimants	Fraud	£110m	£10m	£20m	£40m	£10m	£10m	£0m	£10m	£20m
	Claimant Error	£330m	£20m	£60m	£70m	£30m	£50m	£30m	£20m	£60m
	Official Error	£60m	£0m	£0m	£10m	£0m	£0m	£0m	£0m	£40m
	Total	£500m	£30m	£80m	£120m	£40m	£60m	£40m	£30m	£120m

Table 11.5: Estimates of Fraud and Error Overpayments for Employment and Support Allowance, 2013/14 (preliminary)

Employment and Su	pport Allowance	All Ages	Under 25	25-34	35- 44	45- 49	50- 54	55- 59	60 and over
All Claimants	Fraud	£170m	£20m	£30m	£20m	£60m	£10m	£20m	£10m
	Claimant Error	£90m	£10m	£10m	£20m	£10m	£10m	£20m	£10m
	Official Error	£100m	£0m	£20m	£20m	£20m	£10m	£20m	£10m
	Total	£360m	£30m	£60m	£50m	£90m	£40m	£60m	£30m
Female Claimants	Fraud	£60m	£10m	£10m	£10m	£10m	£10m	£10m	£0m
	Claimant Error	£30m	£0m	£0m	£0m	£10m	£10m	£10m	£0m
	Official Error	£50m	£0m	£10m	£10m	£10m	£10m	£10m	£0m
	Total	£140m	£10m	£20m	£30m	£20m	£20m	£30m	£0m
Male Claimants	Fraud	£110m	£0m	£10m	£0m	£50m	£10m	£20m	£10m
	Claimant Error	£60m	£10m	£10m	£10m	£10m	£0m	£10m	£10m
	Official Error	£50m	£0m	£10m	£10m	£10m	£10m	£10m	£10m
	Total	£220m	£10m	£40m	£20m	£70m	£20m	£30m	£30m

Table 11.6: Estimates of Fraud and Error Underpayments for Income Support, 2013/14 (preliminary)

Income Support		All Ages	Under 25	25-34	35-44	45-49	50-64
All Claimants	Fraud	£10m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£20m	£0m	£0m	£10m	£0m	£0m
	Official Error	£10m	£0m	£0m	£0m	£0m	£0m
	Total	 £40m	£10m	£10m	£10m	£0m	£10m
Female Claimants	Fraud	£10m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£10m	£0m	£0m	£10m	£0m	£0m
	Official Error	£10m	£0m	£0m	£0m	£0m	£0m
	Total	£30m	£10m	£10m	£10m	£0m	£0m
Male Claimants	Fraud		£0m	£0m	£0m	£0m	£0m
	Claimant Error	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	£10m	£0m	£0m	£0m	£0m	£0m
	Total	£10m	£0m	£0m	£0m	£0m	£0m

Table 11.7: Estimates of Fraud and Error Underpayments for Jobseeker's Allowance, 2013/14 (preliminary)

Jobseeker's Allowance		All Ages	Under 25	25-34	35-44	45-49	50-54	55-64
All Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	 £0m	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	£10m	£0m	£10m	£0m	£0m	£0m	£0m
	Total	 £20m	£0m	£10m	£0m	£0m	£0m	£0m
Female Claimants	Fraud	 £0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	 £0m	£0m	£0m	£0m	£0m	£0m	£0m
	Total	 £0m	£0m	£0m	£0m	£0m	£0m	£0m
Male Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	 £0m	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	£10m	£0m	£10m	£0m	£0m	£0m	£0m
	Total	£10m	£0m	£10m	£0m	£0m	£0m	£0m

Table 11.8: Estimates of Fraud and Error Underpayments for Pension Credit, 2013/14 (preliminary)

Pension Credit		All Ages	60-64	65-69	70-74	75-79	80-84	85-89	90 and over
All Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£70m	£20m	£0m	£10m	£10m	£10m	£20m	£0m
	Official Error	£90m	£20m	£10m	£10m	£10m	£10m	£10m	£10m
	Total	£160m	£40m	£10m	£20m	£20m	£20m	£30m	£10m
Female Claimants	Fraud	 £0m	£0m						
	Claimant Error	£50m	£20m	£0m	£0m	£0m	£10m	£10m	£0m
	Official Error	£50m	£10m						
	Total	£100m	£30m	£10m	£10m	£10m	£20m	£20m	£10m
Male Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£30m	£0m	£0m	£10m	£0m	£0m	£10m	£0m
	Official Error	£40m	£10m	£0m	£10m	£0m	£0m	£0m	£0m
	Total	£60m	£10m	£0m	£10m	£0m	£10m	£10m	£0m

Table 11.9: Estimates of Fraud and Error Underpayments for Housing Benefit, 2013/14 (preliminary)

Housing Benefit		All Ages	Under 25	25-34	35-44	45-49	50-54	55-59	60-64	65 and over
All Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£290m	£10m	£80m	£70m	£40m	£30m	£20m	£10m	£30m
	Official Error	£80m	£10m	£20m	£20m	£10m	£10m	£10m	£0m	£10m
	Total	£370m	£20m	£100m	£90m	£50m	£40m	£20m	£10m	£40m
Female Claimants	Fraud		£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£170m	£10m	£60m	£40m	£20m	£10m	£10m	£0m	£10m
	Official Error	 £40m	£0m	£10m	£10m	£10m	£0m	£0m	£0m	£10m
	Total	£210m	£10m	£80m	£50m	£20m	£10m	£10m	£10m	£20m
Male Claimants	Fraud		£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£120m	£0m	£20m	£30m	£20m	£20m	£10m	£10m	£20m
	Official Error	£40m	£0m	£0m	£10m	£10m	£0m	£0m	£0m	£10m
	Total	£160m	£10m	£20m	£40m	£20m	£20m	£10m	£10m	£20m

Table 11.10: Estimates of Fraud and Error Underpayments for Employment and Support Allowance, 2013/14 (preliminary)

Employment and Support Allowance		All Ages	Under 25	25-34	35-44	45-49	50-54	55-59	60 and over
All Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£30m	£0m	£0m	£0m	£10m	£10m	£0m	£0m
	Official Error	£130m	£10m	£20m	£30m	£20m	£30m	£10m	£10m
	Total	£160m	£20m	£20m	£30m	£30m	£30m	£10m	£10m
Female Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£10m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Official Error	£60m	£10m	£10m	£10m	£10m	£10m	£10m	£0m
	Total	£70m	£10m	£20m	£10m	£20m	£10m	£10m	£0m
Male Claimants	Fraud	£0m	£0m	£0m	£0m	£0m	£0m	£0m	£0m
	Claimant Error	£20m	£0m	£0m	£0m	£10m	£0m	£0m	£0m
	Official Error	£70m	£10m	£10m	£10m	£10m	£20m	£10m	£10m
	Total	£90m	£10m	£10m	£20m	£20m	£20m	£10m	£10m

All tables sourced from DWP Administrative data

Notes:

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

12. Customer and claimant opinion of DWP service levels

What does this tell us?

This measure shows the overall levels of reported satisfaction of people who have had meaningful contact with the Department as a whole in the six months prior to fieldwork from the DWP Claimant Service and Experience Survey (2013). ¹

The indicator provides an overview of the Department's service to its customers and claimants, allowing performance to be reviewed and service improvements to be made accordingly.

The data gives us the figures for people who responded to the Claimant Service and Experience Survey, and whether they responded positively or not. For example, 82% of 16-24 year olds that responded were either 'fairly' or 'very' satisfied.

How will an improvement be shown?

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

Links to other information that you may find useful

Information on the <u>Customer and Claimant Opinion of Departmental Service Levels</u> indicator is available online.

The supporting <u>datasheets</u> for this chapter are also available online and provide comparable figures from the previous reports.

Table 12.1: Overall satisfaction by Age

Age	Claimant's reporte	ed satisfaction
	Percentage of customers who are either 'fairly' or 'very' satisfied	Percentage of customers who are either 'fairly' or 'very' dissatisfied
16-24	82	18
25-34	82	17
35-44	79	19
45-54	81	18
55-60	79	19
61-65	87	11
66-74	90	9
75+	87	8

Respondents in age groups 61 to 74 were more likely to be 'very' or 'fairly' satisfied than those under 61, or over 74. Respondents over 74 were more likely to be satisfied than those aged between 35 and 54.²

Table 12.2: Overall satisfaction by Disability

Long-standing illness	Claimant's reported satisfaction				
or disability that limited daily activities or work	Percentage of customer's who are either 'fairly' or 'very' satisfied	Percentage of customer's who are either 'fairly' or 'very' dissatisfied			
Yes	78	20			
No	84	15			

Respondents who reported having a disability were less likely to be satisfied than those who did ${\sf not.}^2$

Table 12.3: Overall satisfaction by Ethnicity

Ethnicity	Claimant's report	Claimant's reported satisfaction					
	Percentage of customer's who are either 'fairly' or 'very' satisfied	Percentage of customer's who are either 'fairly' or 'very' dissatisfied					
White	82	17					
Asian	78	20					
Black	86	14					
Mixed/Other	67	32					

Respondents in the Mixed/Other group were less likely to report being very or fairly satisfied than each of the other ethnicity groups.

Asian respondents were less likely to report being very or fairly satisfied than Black respondents.²

Table 12.4: Overall satisfaction by Gender

Gender	Claimant's reported satisfaction					
	Percentage of customer's who are either 'fairly' or 'very' satisfied	Percentage of customer's who are either 'fairly' or 'very' dissatisfied				
Male	78	21				
Female	84	14				

Male respondents were significantly more likely to be dissatisfied than female respondents.²

Source: DWP Claimant Service and Experience Survey (2013).

Notes:

 The DWP Claimant and Experience Survey (2013) was commissioned to provide the Department with strategic information for the key areas identified in the DWP customer charter and in the DWP Delivery Plan. The research involved 6,236 telephone interviews during May through July 2013 with customers who were identified as having had a meaningful contact with the Department in the six months prior to the survey. Customers and claimants from the following benefits were included; Jobseekers Allowance (JSA),

Employment and Support Allowance (ESA), Income Support (IS), Disability Living Allowance (DLA), Carers Allowance (CA), Attendance Allowance (AA), Pension Credit (PC) and State Pension (SP)

2. Significance testing is conducted using the 95% confidence level. Where mention is made of a difference between groups this is based on significance testing.

13. Additional employment gap data

Employment gap information

What does this tell us?

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

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

How will an improvement be shown?

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

The supporting datasheets for this chapter are also available online and provide comparable figures from the previous reports.

Table 13.1: Employment rates and gaps for various protected characteristics, Quarter 1 2014 (January - March 2014)^{1,2,3,4,5,6}

Disadvantaged Group	Employment rate gap (percentage points)
Female	5
Disabled People	28
Ethnic Minorities	12
Young People (aged 18 to 24)	15
Older Workers (aged 50 to 64)	4

Source: Labour Force Survey

There have been no statistically significant changes in the employment rate gaps since last year.

Notes:

1. Data is rounded to the nearest percentage point

- 2. Data is subject to sampling variation and is not seasonally adjusted
- 3. Data covers GB only, not UK
- 4. The groups described by this indicator reflect the disadvantaged groups described within the former Public Service Agreement (PSA) 8 'Maximise employment opportunity for all'. Although PSAs are no longer used, information on the employment rates for the disadvantaged groups continues to be provided for the purposes of consistency over time.
- 5. Ethnic Minority represents all non-white ethnicities.
- 6. Due to a change in the disability questions on the Labour Force Survey from Q2 2013, a comparison between the Q1 2014 disability employment rate gap and that of previous years is not available.

Links to additional information:

National and Official Statistics products - the Department produces a number of National and Official Statistics products.

Employment and Support Allowance - Work Capability Assessment and Sanctions

Income Related Benefits Estimate of Take-Up - includes details on age, disability, ethnicity and gender.

<u>Household Below Average Income Series</u> - includes details on age, disability, ethnicity and gender.

Low-Income Dynamics - includes details on age and gender.

<u>Pensioner Incomes Series</u> - includes details on age, ethnicity and gender.

Family Resource Survey - includes details on age, disability, ethnicity and gender.

<u>Access to Work</u> - includes details about the programme that helps fund reasonable adjustments for disabled workers.

<u>Lone parents on Jobseekers Allowance</u> - includes details on age, gender, disability and ethnicity.

Second tier pension provision - includes details on age and gender.

<u>DWP tabulation tool</u> - includes a range of benefit data with details on age and gender and some splits available by disability and ethnicity.

<u>Life Opportunities Survey</u> - a detailed survey looking at life opportunities for disabled and non-disabled people.

<u>Pre-Work Programme and Get Britain Working Official Statistics</u> - includes details on age, disability and ethnicity:

Independent Living and Office for Disability Issues

Please email <u>general.statistics@dwp.gsi.gov.uk</u> if you are interested in any of these data sources or want to enquire about the feasibility of any analysis of DWP data by a protected characteristic that is not included here.

Report under the Public Sector Equality Duty

Under the Public Sector Equality Duty, part of the Equality Act 2010, as a public body the Department for Work and Pensions has a specific duty to publish relevant proportionate information to demonstrate our compliance. Information in this report is published in order to pay due regard to the aims of the Equality Duty.

Contact Information:

Diversity and Equality Team

Kings Court

80 Hanover Way

Sheffield

S2 7UF

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

Published by the Department for Work and Pensions 11 July 2014

www.gov.uk/dwp