

Freedom of Information request 3039/2011

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Information request

Does the Department for Work and Pensions, or any of its contractors, currently use VRA technology in any benefit assessments? If so, how many assessments have involved the use of VRA technology? In how many of those cases has an appeal by the claimant been successful?

DWP response

The Department for Work and Pensions does not currently use Voice Risk Analysis (VRA) technology in assessing any benefit claims.

The Department has previously conducted research into the suitability of VRA to help validate benefit claims and target fraud and error work. However, we could not conclude that VRA worked effectively and consistently in a benefits environment. A decision was therefore made not to use it.

A full copy of the VRA Evaluation Report, "The application of Voice Risk Analysis within the Benefits System" can be found on the DWP website at:

<http://www.dwp.gov.uk/docs/vra-evaluation.pdf>