

Freedom of Information request 313/2011

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Information request

For each month of each year from 2005 to present, for England, Wales and Northern Ireland, could you please tell me:

1. How many reports from the public were received regarding alleged welfare fraud?
2. Of these, how many were made through:
 - the authority's website?
 - Phonecalls?
 - Letters?
 - Social networking, e.g. Twitter and Facebook?

DWP response

Background

Members of the public can report suspected benefit fraud by telephone to the National Benefit Fraud Hotline on 0800 854 440. Reports can also be made online via the Department for Work and Pensions website or by post to NBFH, PO Box 224, Preston, PR1 1GP. Whether you call the Hotline, go online, or write a letter you can choose not to give your contact details, if preferred. We do not operate a service through social networking sites.

1. How many reports from the public were received regarding alleged welfare fraud?

The total number of contacts received for each month you requested is shown in the "**Total Contacts**" column in the attached spreadsheet. Please note that these figures include England, Wales and Scotland only as Jobcentre Plus does not operate any offices in Northern Ireland.

2. Of these, how many were made through:

- the authority's website – In the spreadsheet below these are **Online Contacts**
- Phonecalls - In the spreadsheet below these are **Telephony Contacts**
- Letters – In the spreadsheet below these are **Postal Contacts**
- Social networking, e.g. Twitter and Facebook – Not included.

Note: Some additional reports are received via email to Preston Contact Centre when customers do not wish to send details through the post. These are marked as **email contacts** on the spreadsheet below. This service acts as a contingency only and is not advertised to the public, hence the minimal numbers. Our preferred channels are Telephony, Online and Postal.