

Freedom of Information request 148/2014

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Information request

For the 2012/13 please state the number of cases and the total amount of compensation provided by the Department of Work and Pensions as compensation of benefit claimants, broken down by department or executive agency responsible, tabled by category of payment similar to previous Fol request [Ref: Fol 341/12].

DWP response

Information about the total number of special payments authorised by the Department's benefit-related business strands in the 2012/13 financial year is detailed in Annex A.

By way of context, we consider a special payment if a customer complains we have maladministered their case, or if the business considers financial redress might be due after correcting a case. DWP is the biggest delivery Department in the UK but less than 1% of customers who have direct contact with us make a complaint and we saw a reduction in the overall number of benefit-related complaints recorded by DWP from 82,437 in 2011/12 to 72,978 in 2012/13. We attribute this to improvements in the complaints resolution process, which focuses on early resolution and consideration of full and appropriate financial redress, thereby reducing costs arising from escalated, unresolved complaints. There was also a drop in benefit-related special payment expenditure, from £3.1million in 2011/12 to £1.2million in 2012/13.