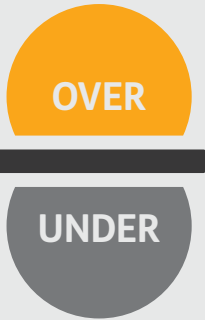




# METHODOLOGY CHANGE: HOUSING BENEFIT

## We have changed the way we measure Housing Benefit fraud and error



We now **subtract underpayments from overpayments** on cases that have both – this matches what we do on other benefits. It is called ‘netting’.



### CLAIMANT UNTRACEABLE

We have also **reduced the ‘Claimant Untraceable’** fraud and error amounts.\*

**NETTING EXAMPLE:** a claimant forgets to tell us that their earnings and savings have changed. We pay £3 too much because of earnings but £5 too little because of savings.

#### OLD METHOD COUNTS

+ £3 overpayments



- £5 underpayments



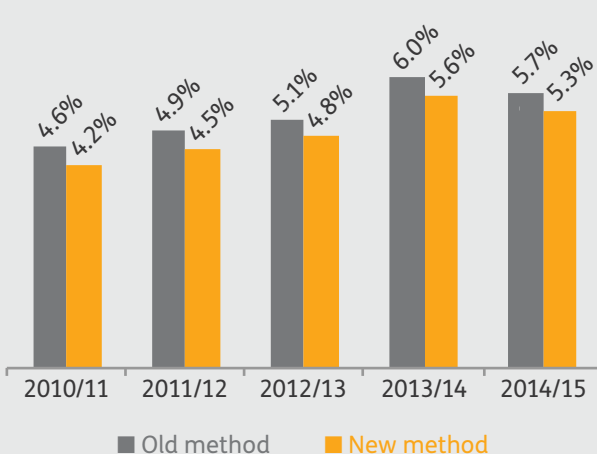
#### NEW METHOD COUNTS



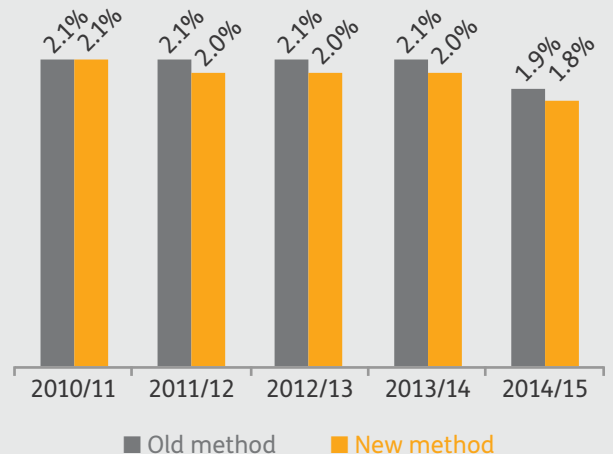
-£2 underpayments

The new method better reflects the claimant’s overall position – they weren’t really being overpaid at all.

Housing Benefit overpayment rates are only slightly different



The rate of overpayments on all benefits is slightly lower



\*These are cases where we were unable to contact the claimant and their benefit was stopped. Some of these claims are reinstated: we are now taking this into account by reducing the amount of fraud and error we count.