



5. Conclusion

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Success to date

5.1 The Government's fraud strategy is working. Fraud stood at £0.8 billion in 2005/06 (equivalent to 0.7 per cent of total benefit expenditure),¹³ down from an estimated £2 billion (2 per cent of expenditure) in 2001.¹⁴ In tackling benefit fraud, we know what works and we are committed to driving it down further.

The challenge

5.2 But the problem of error in the system remains. Too many of our customers continue to receive incorrect benefit payments – either too little or too much money – as a result of official or customer error in the benefits system. This falls short of the high-quality customer service we expect to deliver to all of our customers.

The strategy

5.3 This strategy focuses on how we will further improve our capacity for delivering quality throughout the whole of the organisation. Our strategic objective in this respect is clear: to reduce official and customer error in the benefits system. We will do this through greater focus on **prevention, compliance and correction**.

5.4 Over the next five years from 2007/08 we will focus increased energy on preventing error from entering the system in the first instance. We will also work to help our customers to adhere to benefit rules, simplifying them wherever we can.

5.5 And we know we also need to do more to identify and correct a greater proportion of existing error in the system than we do now. Embedding these principles of prevention, staff and customer compliance and correction across the Department's delivery businesses will create new culture of **getting welfare right** every time we make a benefit payment.

Delivery

5.6 Figure 5 sets out our plans for implementing our strategic initiatives across all the Department's businesses and head office, alongside what we propose to introduce in partnership with local authorities.

5.7 We are confident that this strategy will take us further towards achieving the Government's existing public fraud and error target, as well as future targets to 2012.

¹³ Department for Work and Pensions, 2006, *Resource Accounts 2005/06*.

¹⁴ Department for Work and Pensions, 2001, *Resource Accounts 2000/01*.

Figure 5: Error reduction strategy – High-level implementation timetable



