

## APPENDIX 2

### Referrals by source

| <b>¼ ending</b> | <b>Public</b> | <b>Data matching</b> | <b>Official source</b> | <b>Total</b> |
|-----------------|---------------|----------------------|------------------------|--------------|
| September 2014  | 50            | 148                  | 33                     | 231          |
| June 2014       | 47            | 102                  | 27                     | 176          |
| March 2014      | 49            | 83                   | 46                     | 178          |
| December 2013   | 56            | 54                   | 83                     | 186          |
| September 2013  | 47            | 62                   | 79                     | 188          |
| June 2013       | 66            | 66                   | 74                     | 202          |
| March 2013      | 46            | 184                  | 89                     | 312          |
| December 2012   | 30            | 216                  | 61                     | 314          |
| September 2012  | 55            | 242                  | 83                     | 380          |
| June 2012       | 76            | 400                  | 61                     | 534          |
| March 2012      | 78            | 231                  | 103                    | 396          |
| December 2011   | 78            | 112                  | 101                    | 287          |
| September 2011  | 79            | 131                  | 99                     | 309          |
| June 2011       | 68            | 113                  | 105                    | 286          |

A high number of referrals received through data-matching during this quarter were recalled by the DWP as they had been issued in error, but has increased number recorded from this source during the period.

Fraud awareness training for appropriate staff is planned in order to increase official source referrals to previous levels.

An electronic fraud referral form has now been made available on the website enabling customers to report suspicions anonymously online which may increase referrals from the public in the next reporting period.