



An Roinn Coimirce Sóisialaí
Department of Social Protection

State Pension (Contributory) and Widow's, Widower's & Surviving Civil Partner's (Contributory) Pension Control Survey 2023

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1. Introduction

1.1 Background

The Department of Social Protection undertakes Control Surveys, as collaborative work between the Statistics & Business Intelligence Unit and Control Division, to establish baseline incorrect benefit levels for social welfare schemes, with a view to designing processes and control measures specifically targeted to minimise the level of future risk.

State Pension (Contributory) (SPC) is a payment which you may qualify for at 66 years of age based on your social insurance (PRSI) contributions.

Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension (WCP) is a weekly payment to the husband, wife or civil partner of a deceased person and is also based on social insurance contributions of either you or your deceased spouse or civil partner.

For the survey, 400 randomly sampled SPC claims and 200 WCP claims in payment in February 2023 were reviewed to assess recipients' compliance with the rules of the schemes.

The headline reporting metric for this Control Survey is shown as Net Loss to Government, which is the overpayment rate established by the survey, minus transfers to other schemes, minus the value of overpayments recovered.

1.2 Methodology and categorisation of results

The results are categorised based on the decisions taken on each case in the sample:

- ✓ **Benefit Correct:** Includes cases where no evidence was found that any conditions for receipt of benefit, or the rate of benefit in payment, were not satisfied.
- ✓ **Incorrect Benefit:** Includes cases where one or more of the eligibility conditions for receipt of benefit, or the rate of benefit in payment, are not being met, such that a revised decision has been made, or should in principle be made, leading to a change in the payment rate for this customer or the termination of the claim. Cases of incorrect benefit are further classified based on the decisions of the Deciding Officer in each case included in the survey sample:
 - Suspected fraud arises where a Deciding Officer is satisfied that there is sufficient evidence that the customer deliberately provided false or misleading information or wilfully concealed relevant information.
 - Customer error refers to cases where a customer provided inaccurate or incomplete information or there was an unreported change in a person's circumstances; and
 - Official error refers to cases where benefits are paid incorrectly due to inaction, delay or mistakes made by the Department's staff.

The main results of the survey are set out in section 2.

2. Main results

The survey finds that Net Loss to Government for **SPC** was **0.8%** of total expenditure.

Table 1 – Main results of SPC 2023 Control Survey

Percentage of Expenditure	Predominant category	Type of claim impact (percentage of expenditure)				
		Over-payment	Transfers with other schemes	Recoveries	Net Loss to Government	Under-payment
	Suspected Fraud	0.0	0.0			0.0
	Official Error	0.0	0.0			0.0
	Customer Error	0.9	0.0			-0.5
	Total	0.9	0.0	-0.1	0.8	-0.5
	95% CI Lower	0.3	0.0	-0.1	0.3	-0.7
	95% CI Upper	1.7	0.0	-0.1	1.6	-0.3

Source: DSP. Figures may not add due to rounding.

Table 2 - Outcomes by predominant category and eligibility component (percentage of expenditure) – Overpayments

Percentage of expenditure affected	Predominant incorrect benefit component	Predominant category			
		Suspected Fraud	Official Error	Customer Error	All Over-payments
	Customer failed to supply required information	0.0	0.0	0.0	0.0
	Customer does not meet basic eligibility criteria	0.0	0.0	0.0	0.0
	Customer means are not correct	0.0	0.0	0.4	0.4
	Additional allowances are not correct	0.0	0.0	0.3	0.3
	Other unreported change in circumstances	0.0	0.0	0.3	0.3
	Total	0.0	0.0	0.9	0.9

Source: DSP. Figures may not add due to rounding.

The survey finds that Net Loss to Government for **WCP** was **1.1%** of total expenditure.

Table 3 – Main results of WCP 2023 Control Survey

Percentage of Expenditure	Predominant category	Type of claim impact (percentage of expenditure)				
		Over-payment	Transfers with other schemes	Recoveries	Net Loss to Government	Under-payment
	Suspected Fraud	0.6	0.0			0.0
	Official Error	0.0	0.0			0.0
	Customer Error	0.7	0.0			-0.0
	Total	1.3	0.0	-0.2	1.1	-0.2
	95% CI Lower	0.4	0.0	-0.2	0.2	-0.5
	95% CI Upper	2.6	0.0	-0.2	2.5	-0.0

Source: DSP. Figures may not add due to rounding:

Table 4 - Outcomes by predominant category and eligibility component (percentage of expenditure) – Overpayments

Percentage of expenditure affected	Predominant incorrect benefit component	Predominant category			
		Suspected Fraud	Official Error	Customer Error	All Over-payments
	Customer failed to supply required information	0.0	0.0	0.0	0.0
	Customer does not meet basic eligibility criteria	0.0	0.0	0.0	0.0
	Additional allowances are not correct	0.0	0.0	0.7	0.7
	Other unreported change in circumstances	0.6	0.0	0.0	0.6
	Total	0.6	0.0	0.7	1.2

Source: DSP. Figures may not add due to rounding:

3. Scheme characteristics

3.1 Overview

State Pension Contributory is a social insurance payment made to people aged 66 or over who satisfy certain social insurance contribution conditions. The pension (personal rate) is not means-tested or affected by other income you may have such as an occupational pension.

The characteristics of the scheme on the date of sample selection are summarised in Table 3:

Table 5: Characteristics of the SPC scheme

Date	Characteristic	Sample	Population
	Age (mean, median)	76,74	75,74
	% Men	60%	60%
February 2023	%Women	40%	40%
(400 Cases)	Claim component duration [years]-months (mean, median)	9,7	9,7
	Weekly Payment (mean, median)	308,265	308,265

The eligibility conditions for SPC are summarised below at 3.2, and further information is available at gov.ie - [State Pension \(Contributory\) \(www.gov.ie\)](http://www.gov.ie).

Widow's, Widower's or Surviving Civil Partner's (Contributory) Pension is a weekly payment to the husband, wife or civil partner of a deceased person.

The characteristics of the scheme on the date of sample selection are summarised in Table 4:

Table 4: Characteristics of the WCP scheme

Date	Characteristic	Sample	Population
	Age (mean, median)	76,76	76,77
	% Men	21%	16%
February 2023	%Women	79%	84%
(200 Cases)	Claim component duration [years]-months (mean, median)	17,16	16,13
	Weekly Payment (mean, median)	319,287	318,287

The eligibility conditions for WCP are summarised below at 3.2, and further information is available at [gov.ie](http://www.gov.ie) - [Widow's, Widower's or Surviving Civil Partner's \(Contributory\) Pension \(www.gov.ie\)](http://www.gov.ie).

3.2 Eligibility conditions

State Pension Contributory

The age at which you can receive the State Pension (Contributory) is 66 years of age. You should apply if you have ever worked in Ireland and paid any social insurance contributions.

To qualify, you must have entered insurable employment before you turn 56 years of age and paid at least 520 full-rate social insurance (PRSI) contributions since starting insurable employment or paid at least 260 full-rate contributions if you turned 66 before 6 April 2012.

Widow's Contributory Pension

Entitlement is based on either your or your late spouse or civil partner's social insurance record. All contributions must have been made before the death of your spouse or civil partner. The two records cannot be combined when calculating entitlement.

To qualify, you must:

- be a widow, widower or surviving civil partner.

- not cohabit with another person; and
- satisfy both of the following social insurance **A** and **B** contribution conditions below:

A) at least 260 paid social insurance (PRSI) contributions paid up to the date of death of your spouse or civil partner, or before reaching pension age, whichever is earlier

and

B) a yearly average of either:

- 39 paid or credited social insurance (PRSI) contributions in either the three or five years before the death of your spouse or civil partner, or before reaching pension age (66)

or

- at least 24 paid or credited social insurance (PRSI) contributions from the year of first entry into social insurance (PRSI) until either the year of death of your spouse or civil partner, or the year of reaching pension age (66)

3.3 Payment rates

State Pension Contributory

Full SPC rates at the time of the survey were as follows:

Personal rate	€265.30
Increase for dependant adult	€176.70
Increase for dependant child (under 12)	€42 (Full rate) €21 (Half rate)
Increase for dependant child (over 12)	€50 (Full rate) €25 (Half rate)
Over 80 Allowance	€10
Living Alone Allowance	€22

Payment Rates- Widow's Contributory Pension

Full WCP rates at the time of the survey were as follows:

Personal rate (Under 66)	€237.50
Personal rate (Over 66)	€277.30
Increase for dependant child (under 12)	€46
Increase for dependant child (over 12)	€54

4. Survey Findings & Conclusions

4.1 Survey findings

The Net Loss to Government arising from SPC is 0.8% of scheme expenditure. This is made up of the overpayment rate established by the survey of 0.9% of expenditure, minus 0.1% of expenditure recovered from overpayments in the relevant years. Some 1% of claims were found to have been underpaid.

The Net Loss to Government arising from WCP is 1.1% of scheme expenditure. This is made up of the overpayment rate established by the survey of 1.2% of expenditure, minus 0.1% of expenditure recovered from overpayments in the relevant years. Some 1.3% of claims were found to have been underpaid.

4.2 Risk analysis by cohort

The only risk factor identified by the survey results was that customers aged under 55 were more likely to have an incorrect payment compared to all the other age groups. None of the other age categories were significantly different.

There were no differences according to:

- Gender
- Nationality
- Provenance of residence
- Payment method; or
- Age of the claim

4.3 Measures which will improve control activity.

The survey highlights that both SPC and WCP continues to be low-level risk schemes. The current controls in place appear to be comprehensive for both schemes and will continue to be implemented going forward including:

- Control review targets similar to previous years for both schemes have been agreed and will be implemented.
- Continuing Eligibility Certificates (CE Certs) will continue to issue to ensure that customers on both SPC and WCP remain entitled to payment.
- Data matching with Business Analytics Unit and Control Division will continue for both schemes to identify control reviews based on risk assessment. These reviews will be prioritised.

Annex 1 - Detailed survey results

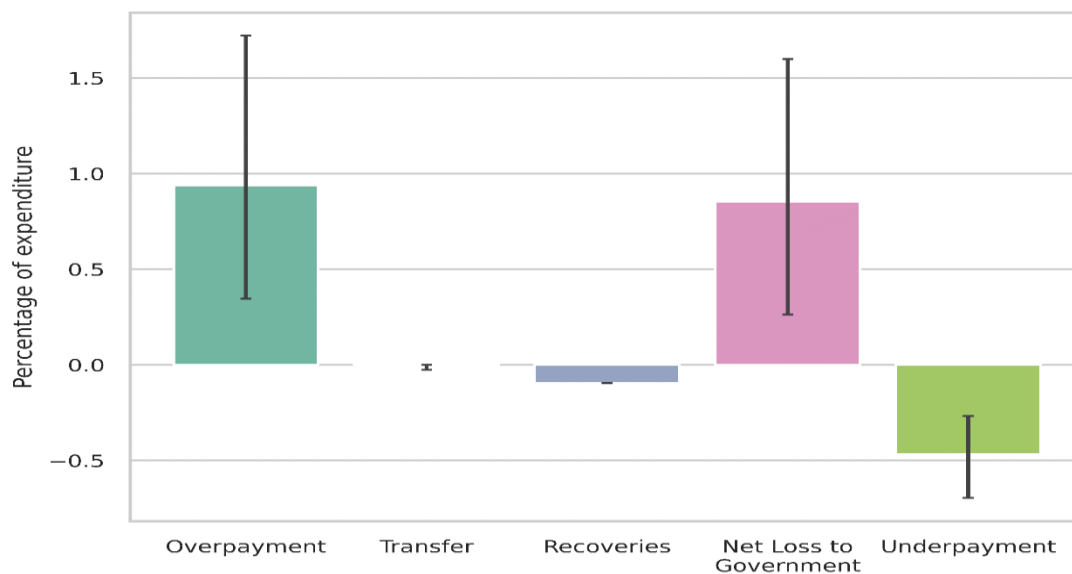
State Pension Contributory

The results of the survey are presented in this section. Bootstrapped 95% confidence intervals for the results are shown both graphically and numerically below each table.

Incorrect benefit by type and category

Percentage of Expenditure

Figure 1 - Incorrect benefit by type and percentage of expenditure, with 95% confidence intervals



Incorrect benefit by type, with 95% confidence intervals

0-1 - Incorrect benefit by type and predominant category (percentage of expenditure affected)

Percentage of Expenditure	Predominant category	Type of claim impact (percentage of expenditure)				
		Over-payment	Transfers with other schemes	Recoveries	Net Loss to Government	Under-payment
	Suspected Fraud	0.0	0.0			0.0
	Official Error	0.0	0.0			0.0
	Customer Error	0.9	0.0			-0.5
	Total	0.9	0.0	-0.1	0.8	-0.5
	95% CI Lower	0.3	0.0	-0.1	0.3	-0.7
	95% CI Upper	1.7	0.0	-0.1	1.6	-0.3

Source: DSP. Figures may not add due to rounding.

Weekly expenditure impact

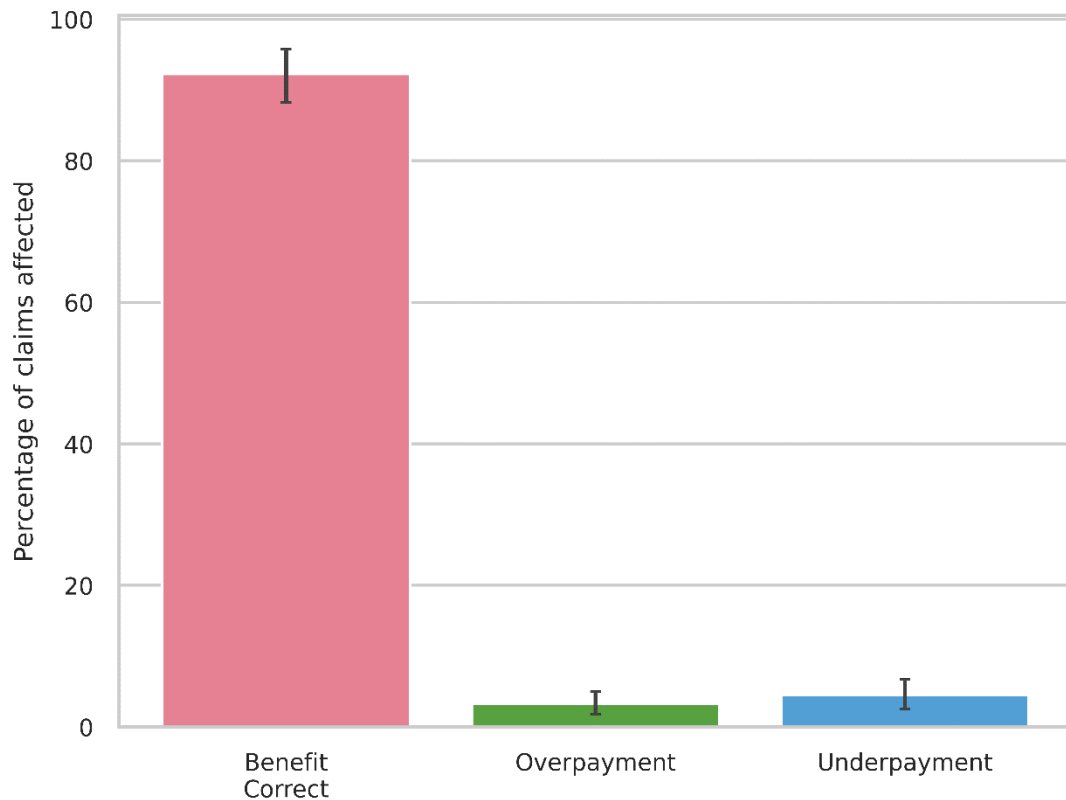
Table 0-2 – Incorrect benefit by type, and predominant category (**weekly** expenditure impact (€m))

Weekly expenditure impact (€m)	Predominant category	Type of claim impact (percentage of expenditure)				
		Over-payment	Transfers with other schemes	Recoveries	Net Loss to Government	Under-payment
	Suspected Fraud	0.0	0.0			0.0
	Official Error	0.0	0.0			0.0
	Customer Error	1.2	0.0			-0.6
	Total	1.2	0.0	-0.1	1.1	-0.6
	95% CI Lower	0.4	0.0	-0.1	0.3	-0.9
	95% CI Upper	2.2	0.0	-0.1	2.0	-0.3

Source: DSP. Figures may not add due to rounding.

Percentage of claims affected

Figure 2 – Cases of incorrect benefit by type, with 95% confidence intervals



Incorrect benefit by type, with 95% confidence intervals

Table 0-3 – Percentage of Overpayment and Transfer cases by type and category

Percentage of cases affected	Predominant category	Type of claim impact (percentage of cases affected)		
		Overpayment	Transfers with other schemes	Underpayment
	Suspected Fraud	0.0	0.0	0.0
	Official Error	0.0	0.0	0.0
	Customer Error	3.3	0.0	4.5
	Total	3.3	0.0	4.5
	95% CI Lower	1.8	0.0	2.5
	95% CI Upper	5	0.0	6.8

Source: DSP. Figures may not add due to rounding

Predominant and overlapping error categories

More than one category of incorrect benefit may be detected in respect of a given claim. In such cases, the *predominant* category is assigned according to the following hierarchy: 1–Suspected Fraud; 2–Official Error; 3–Customer Error. The tables in this section show which cases were affected by more than one type of incorrect benefit, and provide an additional breakdown of the Fraud or Error categories found.

Figure 3 – Overpayments by *predominant* and *overlapping* category (*explanatory table*)

<i>Predominant</i> category ↓↓	↓↓ All cases affected by this category (including overlaps)		
	Suspected Fraud (all)	Official Error (all)	Customer Error (all)
1. Predominantly Suspected Fraud	Suspected Fraud (all cases)	←←of which, Suspected Fraud AND Official Error	<i>Not possible to combine</i>
2. Predominantly Official Error	<i>Cases with Suspected Fraud can't be predominantly Official Error</i>	Official Error (NO Suspected Fraud)	←←of which, Official Error AND Customer Error
3. Predominantly Customer Error	<i>Cases with Suspected Fraud can't be predominantly Customer Error</i>	<i>Cases with Official Error can't be predominantly Customer Error</i>	Customer Error (NO Official Error)

Table 0-4 – Overpayments by *predominant* and *overlapping* category (*percentage of expenditure affected*)

Percentage of Expenditure	<i>Predominant</i> category ↓↓	↓↓ Overlapping category (percentage of expenditure)		
		Suspected Fraud (any)	Official Error (any)	Customer Error (any)
1. Suspected Fraud		0.0	0.0	
2. Official Error			0.0	0.0
3. Customer Error				0.9

Table 0-5 – Overpayments by *predominant* and *overlapping* category (*percentage of claims affected*)

Percentage of Claims Affected	<i>Predominant</i> category ↓↓	↓↓ Overlapping category (percentage of claims affected)		
		Suspected Fraud (any)	Official Error (any)	Customer Error (any)
1. Suspected Fraud		0.0	0.0	
2. Official Error			0.0	0.0
3. Customer Error				3.3

Source: DSP. Figures may not add due to rounding.

Table 0-6 – Overpayments by **predominant** and **overlapping** category, with details (**percentage of expenditure affected**)

Percentage of Expenditure	Predominant category ↓↓	↓↓ Overlapping category, with details (percentage of expenditure)						
		Suspected Fraud		Official Error			Customer Error	
		Materially incorrect information	Wilful concealment	Decision error	Failed to act on information	Length of time since last claim review	Inaccurate information provided	Unreported change in circumstances
		1. Suspected Fraud	0.0	0.0	0.0	0.0	0.0	
2. Official Error			0.0	0.0	0.0	0.0	0.0	
3. Customer Error						0.0	0.9	

Table 0-7 – Overpayments by **predominant** and **overlapping** category, with details (**percentage of claims affected**)

Percentage of Claims Affected	Predominant category	↓↓ Overlapping category, with details (percentage of claims affected)						
		Suspected Fraud		Official Error			Customer Error	
		Materially incorrect information	Wilful concealment	Decision error	Failed to act on information	Length of time since last claim review	Inaccurate information provided	Unreported change in circumstances
		1. Suspected Fraud	0.0	0.5	0.0	0.0	0.0	
2. Official Error			0.0	0.0	0.0	0.0	0.0	
3. Customer Error						0.0	3.3	

Source: DSP. Figures may not add due to rounding.

Outcomes by incorrect eligibility condition

Figure 4: Incorrect Benefit by eligibility criteria and expenditure impact

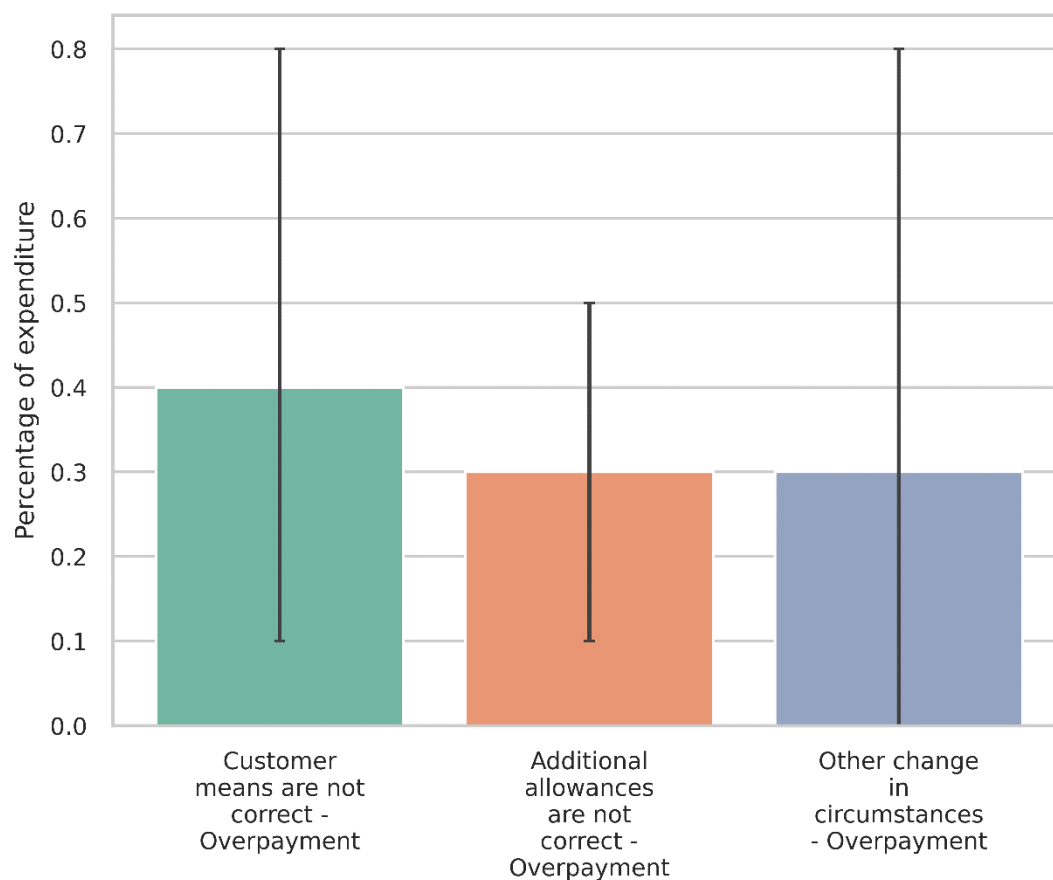


Table 0-8 –Outcomes by predominant category and eligibility component (percentage of expenditure) – Overpayments

Percentage of expenditure affected	Predominant incorrect benefit component	Predominant category			
		Suspected Fraud	Official Error	Customer Error	All Over-payments
	Customer failed to supply required information	0.0	0.0	0.0	0.0
	Customer does not meet basic eligibility criteria	0.0	0.0	0.0	0.0
	Customer means are not correct	0.0	0.0	0.4	0.4
	Additional allowances are not correct	0.0	0.0	0.3	0.3
	Other unreported change in circumstances	0.0	0.0	0.3	0.3
	Total	0.6	0.0	0.9	0.9

Source: DSP. Figures may not add due to rounding.

Figure 5 - Incorrect benefit by eligibility criteria and number of cases affected

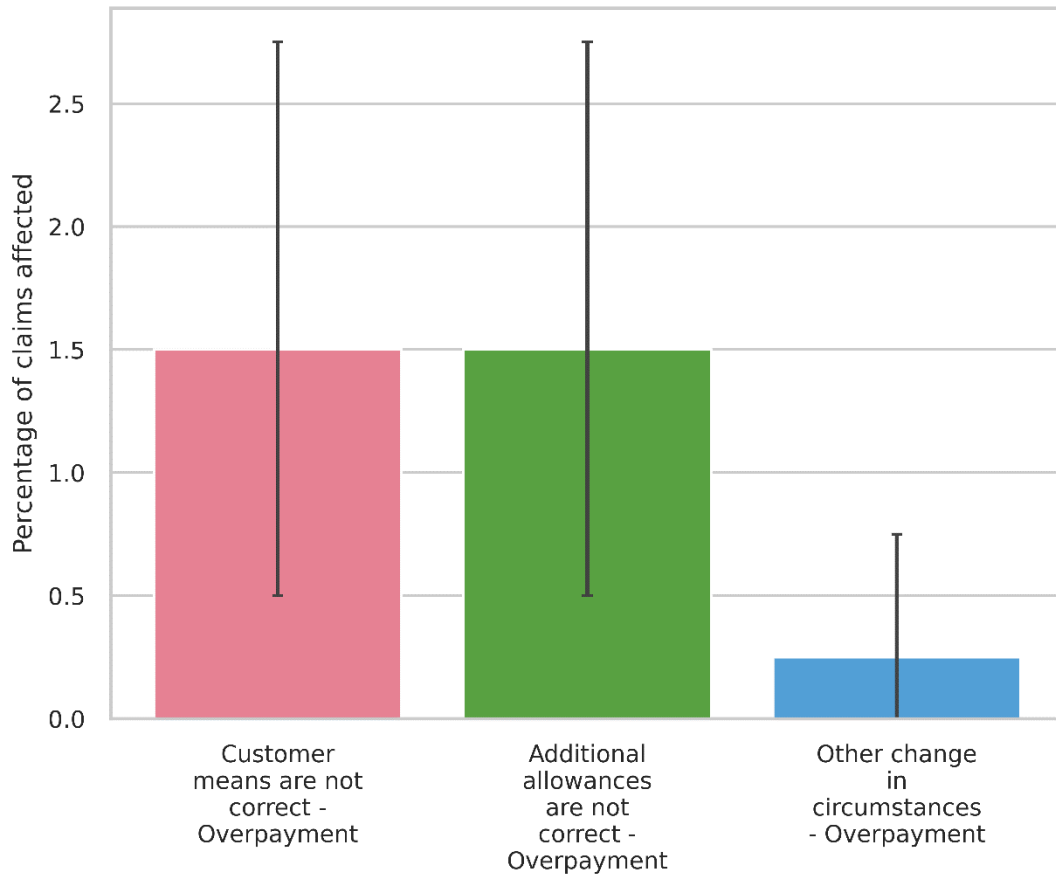


Table 0-9 – Percentage of Overpayment cases by predominant category and eligibility component

Percentage of cases affected	Predominant incorrect benefit component	Predominant category			
		Suspected Fraud	Official Error	Customer Error	All Over-payments
	Customer failed to supply required information	0.0	0.0	0.0	0.0
	Customer does not meet basic eligibility criteria	0.0	0.0	0.0	0.0
	Customer means are not correct	0.0	0.0	1.5	1.5
	Additional allowances are not correct	0.0	0.0	1.5	1.5
	Other unreported change in circumstances	0.5	0.0	0.3	0.3
	Total	0.5	0.0	3.3	3.3

Source: DSP. Figures may not add due to rounding.

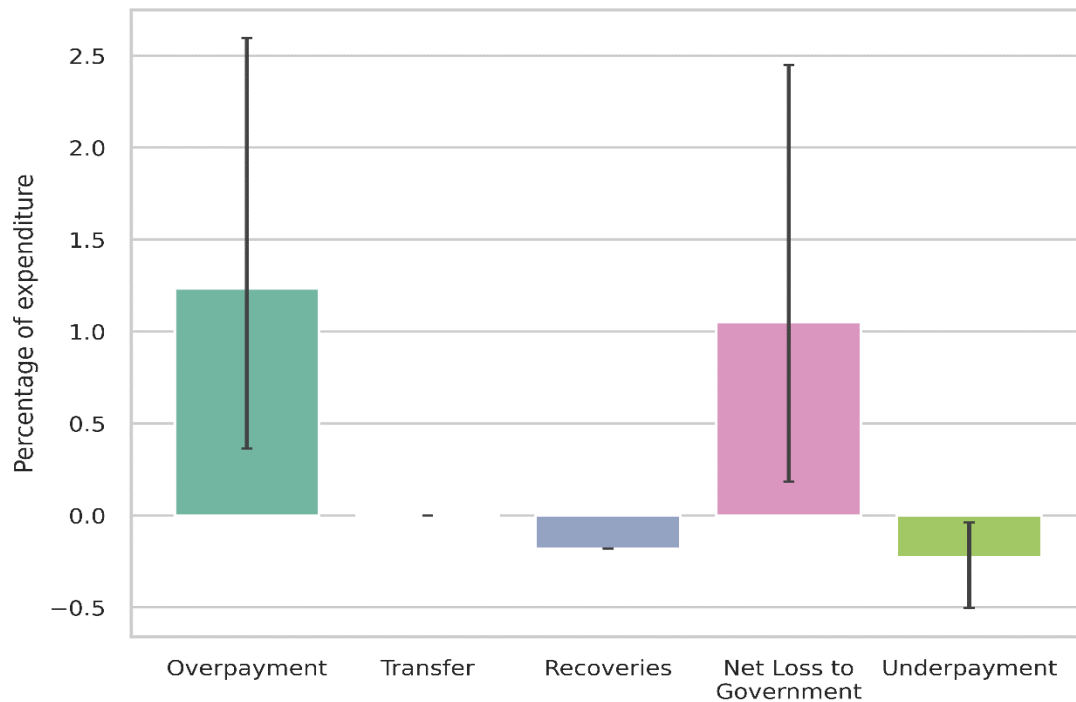
Widow's Contributory Pension

The results of the survey are presented in this section. Bootstrapped 95% confidence intervals for the results are shown both graphically and numerically below each table.

Incorrect benefit by type and category

Percentage of Expenditure

Figure 1 - Incorrect benefit by type and percentage of expenditure, with 95% confidence intervals



Incorrect benefit by type, with 95% confidence intervals

Table 0-10 - Incorrect benefit by type and predominant category (*percentage of expenditure affected*)

Percentage of Expenditure	Predominant category	Type of claim impact (percentage of expenditure)				
		Over-payment	Transfers with other schemes	Recoveries	Net Loss to Government	Under-payment
	Suspected Fraud	0.6	0.0			0.0
	Official Error	0.0	0.0			0.0
	Customer Error	0.7	0.0			-0.0
	Total	1.2	0.0	-0.2	1.0	-0.2
	95% CI Lower	0.4	0.0	-0.2	0.2	-0.5
	95% CI Upper	2.6	0.0	-0.2	2.5	-0.0

Source: DSP. Figures may not add due to rounding.

Weekly expenditure impact

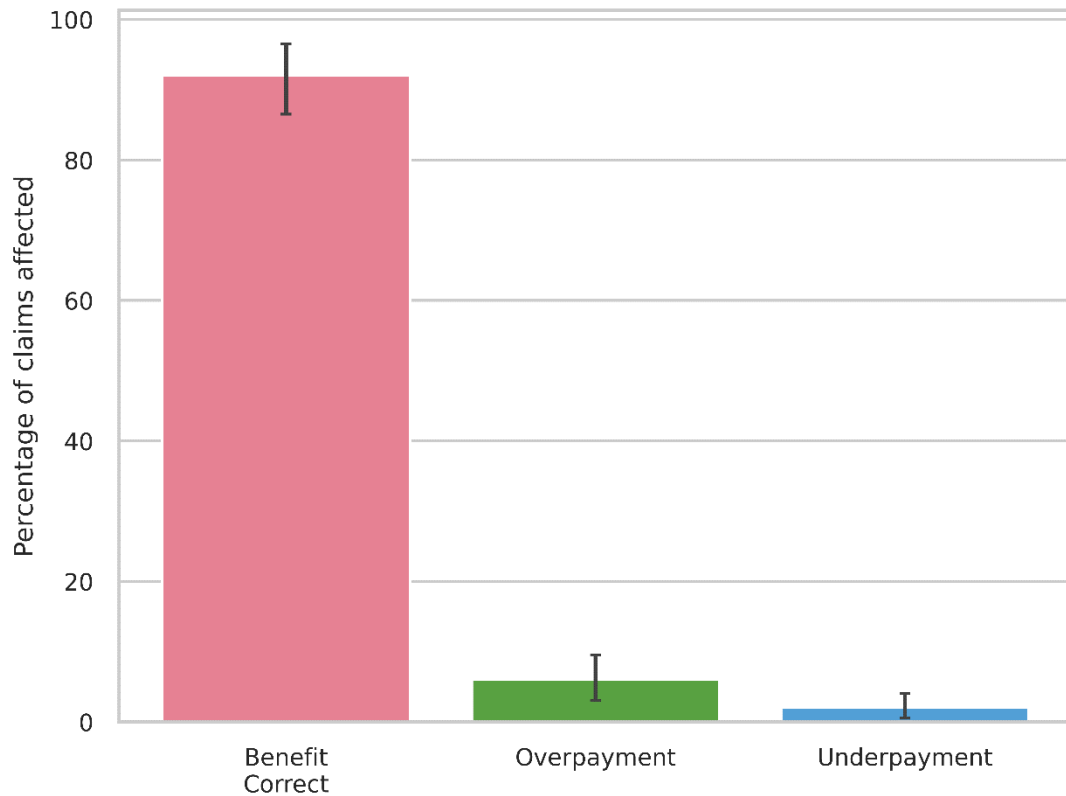
Table 0-11 – Incorrect benefit by type, and predominant category (**weekly** expenditure impact (€m))

Weekly expenditure impact (€m)	Predominant category	Type of claim impact (percentage of expenditure)				
		Over-payment	Transfers with other schemes	Recoveries	Net Loss to Government	Under-payment
	Suspected Fraud	0.2	0			0
	Official Error	0.0	0.0			0.0
	Customer Error	0.2	0.0			-0.1
	Total	0.4	0.0	-0.1	0.3	-0.1
	95% CI Lower	0.1	0.0	-0.1	0.1	-0.2
	95% CI Upper	0.9	0.0	-0.1	0.8	-0.0

Source: DSP. Figures may not add due to rounding.

Percentage of claims affected

Figure 2 – Cases of incorrect benefit by type, with 95% confidence intervals



Incorrect benefit by type, with 95% confidence intervals

Table 0-12 – Percentage of Overpayment and Transfer cases by type and category

Percentage of cases affected	Predominant category	Type of claim impact (percentage of cases affected)		
		Overpayment	Transfers with other schemes	Underpayment
	Suspected Fraud	0.5	0.0	0.0
	Official Error	0.0	0.0	0.0
	Customer Error	5.5	0.0	2.0
	Total	6.0	0.0	2.0
	95% CI Lower	3.0	0.0	0.5
	95% CI Upper	9.5	0.0	4.0

Source: DSP. Figures may not add due to rounding

Predominant and overlapping error categories

More than one category of incorrect benefit may be detected in respect of a given claim. In such cases, the *predominant* category is assigned according to the following hierarchy: 1–Suspected Fraud; 2–Official Error; 3–Customer Error. The tables in this section show which cases were affected by more than one type of incorrect benefit, and provide an additional breakdown of the Fraud or Error categories found.

Figure 3 – Overpayments by **predominant** and **overlapping** category (*explanatory table*)

Predominant category ↓↓	↓↓ All cases affected by this category (including overlaps)		
	Suspected Fraud (all)	Official Error (all)	Customer Error (all)
1. Predominantly Suspected Fraud	Suspected Fraud (all cases)	←←of which, Suspected Fraud AND Official Error	<i>Not possible to combine</i>
2. Predominantly Official Error	<i>Cases with Suspected Fraud can't be predominantly Official Error</i>	Official Error (NO Suspected Fraud)	←←of which, Official Error AND Customer Error
3. Predominantly Customer Error	<i>Cases with Suspected Fraud can't be predominantly Customer Error</i>	<i>Cases with Official Error can't be predominantly Customer Error</i>	Customer Error (NO Official Error)

Table 0-13 – Overpayments by **predominant** and **overlapping** category (*percentage of expenditure affected*)

Percentage of Expenditure	Predominant category ↓↓	↓↓ Overlapping category (percentage of expenditure)		
		Suspected Fraud (any)	Official Error (any)	Customer Error (any)
1. Suspected Fraud		0.6	0.0	
2. Official Error			0.0	0.0
3. Customer Error				0.7

Table 0-14 – Overpayments by **predominant** and **overlapping** category (*percentage of claims affected*)

Percentage of Claims Affected	Predominant category ↓↓	↓↓ Overlapping category (percentage of claims affected)		
		Suspected Fraud (any)	Official Error (any)	Customer Error (any)
1. Suspected Fraud		0.5	0.0	
2. Official Error			0.0	0.0
3. Customer Error				5.5

Source: DSP. Figures may not add due to rounding.

Table 0-15 – Overpayments by **predominant** and **overlapping** category, with details (**percentage of expenditure affected**)

Percentage of Expenditure	Predominant category ↓↓	↓↓ Overlapping category, with details (percentage of expenditure)						
		Suspected Fraud		Official Error			Customer Error	
		Materially incorrect information	Wilful concealment	Decision error	Failed to act on information	Length of time since last claim review	Inaccurate information provided	Unreported change in circumstances
		1. Suspected Fraud	0.0	0.6	0.0	0.0	0.0	
2. Official Error			0.0	0.0	0.0	0.0	0.0	
3. Customer Error						0.0	0.7	

Table 0-16 – Overpayments by **predominant** and **overlapping** category, with details (**percentage of claims affected**)

Percentage of Claims Affected	Predominant category	↓↓ Overlapping category, with details (percentage of claims affected)						
		Suspected Fraud		Official Error			Customer Error	
		Materially incorrect information	Wilful concealment	Decision error	Failed to act on information	Length of time since last claim review	Inaccurate information provided	Unreported change in circumstances
		1. Suspected Fraud	0.0	0.5	0.0	0.0	0.0	
2. Official Error			0.0	0.0	0.0	0.0	0.0	
3. Customer Error						0.0	5.5	

Source: DSP. Figures may not add due to rounding.

Outcomes by incorrect eligibility condition

Figure 4: Incorrect Benefit by eligibility criteria and expenditure impact

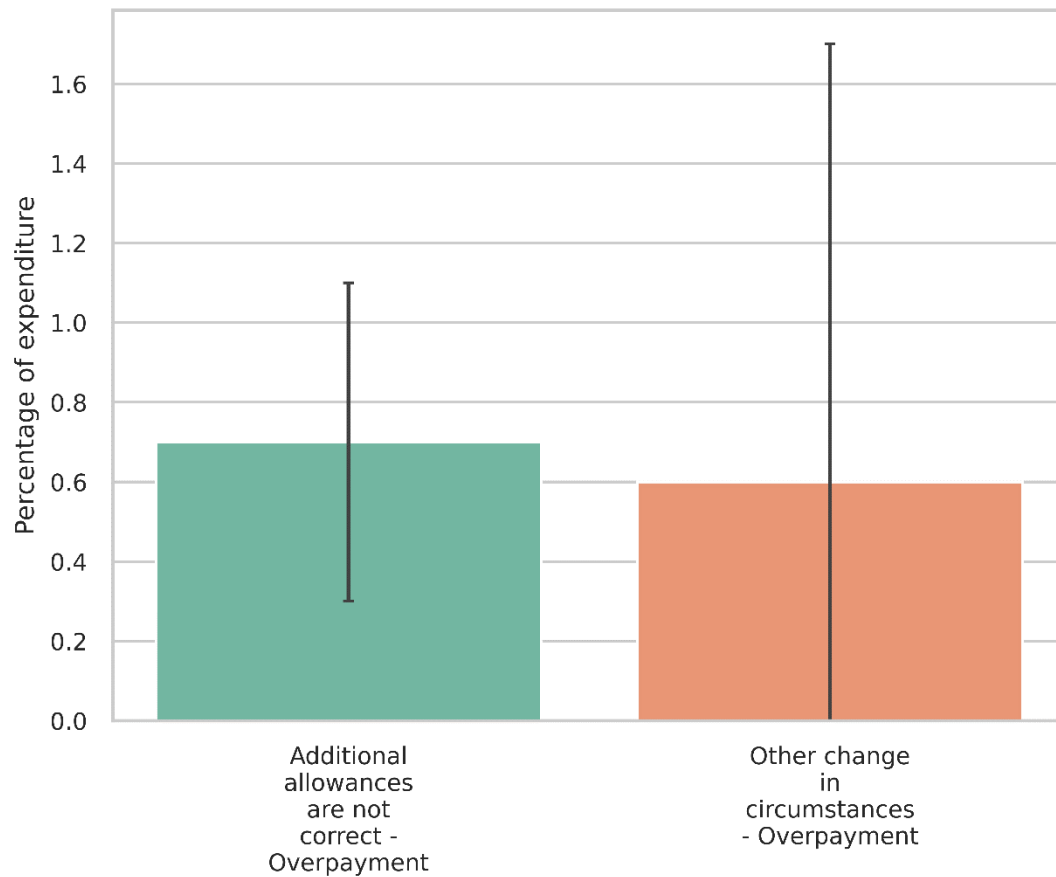


Table 0-17 –Outcomes by predominant category and eligibility component (percentage of expenditure) - Overpayments

Percentage of expenditure affected	Predominant incorrect benefit component	Predominant category			
		Suspected Fraud	Official Error	Customer Error	All Over-payments
	Customer failed to supply required information	0.0	0.0	0.0	0.0
	Customer does not meet basic eligibility criteria	0.0	0.0	0.0	0.0
	Additional allowances are not correct	0.0	0.0	0.7	0.7
	Other unreported change in circumstances	0.6	0.0	0.0	0.6
	Total	0.6	0.0	0.7	1.2

Source: DSP. Figures may not add due to rounding.

Figure 5 - Incorrect benefit by eligibility criteria and number of cases affected

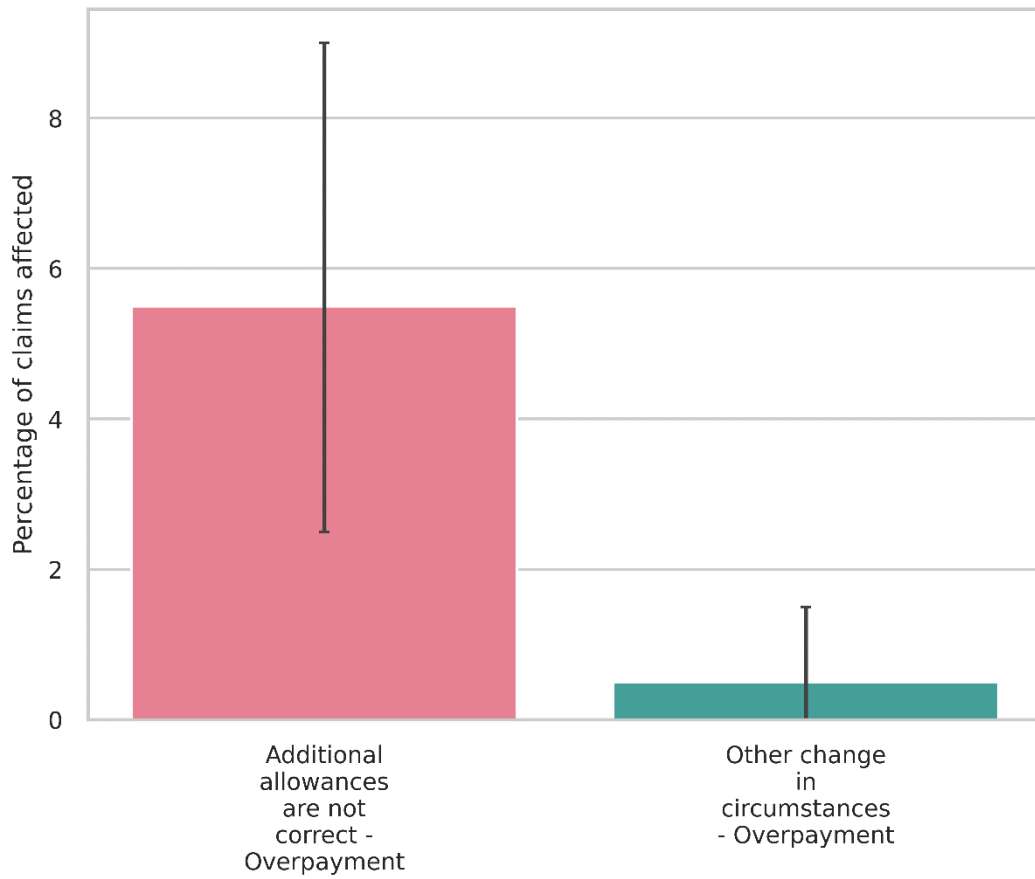


Table 0-18 – Percentage of Overpayment cases by predominant category and eligibility component

Percentage of cases affected	Predominant incorrect benefit component	Predominant category			
		Suspected Fraud	Official Error	Customer Error	All Over-payments
	Customer failed to supply required information	0.0	0.0	0.0	0.0
	Customer does not meet basic eligibility criteria	0.0	0.0	0.0	0.0
	Additional allowances are not correct	0.0	0.0	5.5	5.5
	Other unreported change in circumstances	0.5	0.0	0.0	0.5
	Total	0.5	0.0	5.5	6.0

