Summary of errors found after initial testing

	Error	Possible Reason	Who	Number of cases affected	Number of cases checked
1	Input – re-input previous years amount of state pension instead of new rate at annual uprating exercise	Lack of attention	This carried out as a group bulk update exercise – this element is usually carried out by CSC staff	1	40
2	Incorrect rent amount used – retrospectively for first claim period in the year	Unusual circumstances where the claimant had 2 separate claim periods in the financial year. When he claimed for the second period it was identified that the claimants rent had went down to an error by the landlord – the notification to the customer was in between his first and second claim. Therefore his first claim period was correct at the time but should have been re-assessed retrospectively when the second claim came in and the rent issue was highlighted	CSC	1	40
3	Incorrect amount of subsidy split over and below the cap	Technical	Northgate application automatically applies correct subsidy rules dependant on what is input – could not identify any incorrect input error	1	40
4	Incorrect end of claim date applied	Scope of knowledge of assessor, however this assessor was under a high checking regime and this change was also checked by the CSC Team Leader	CSC	1	40