

the charity for
your community



Lie detection and benefit claimants

Jobcentre Plus is increasingly using a voice risk analysis system (VRAS) when recording calls made to Jobcentre Plus offices about benefit claims. The system measures changes in the claimant's voice from the start of the call to the end. If the operator and the VRAS identify the answers from the claimant as suspicious, the claimant may be asked to provide further evidence to support the claim.