



Audit and Assurance Committee

Date of Meeting	27 February 2024
Subject	Recoveries and Recharge Highlight Report – Quarter 3 2023-24
Agenda No.	8
Paper No.	26.7c
Prepared By	[REDACTED]
Purpose	Monitor

Background

1.1 The attached report details key highlights of activities undertaken by Social Security Scotland’s Recoveries and Recharge Team throughout Quarter 3 of the 2023 -24.

Key Points

2.1 Key highlights are shared in the first part of the report.

Conclusion/ Recommendation

3.1 The Committee is asked to review and comment on progress made during Quarter 3 of 2023-24.



Key Highlights

- Repayment plans were agreed with 126 clients during Quarter 3 – which represents 15% of all recoverable overpayments referred to the team. This is a reduction of 12% by volume in comparison with Quarter 2. This reduction was anticipated due to the pause on proactive recovery for the festive period, and ongoing headcount challenges.
- Further progress has been made on Redetermination and Appeals for liability and deduction disputes - policy and legal have now agreed tactical and long term approaches. [REDACTED]
- A successful recruitment exercise has resulted in 5 staff joining the team in early January. A further 6 staff are held on a reserve list pending confirmation of budget for 24/25.
- The team have been collaborating with Programme to design requirements for automated reconciliation of inbound payments. Design has been completed and we anticipate introduction in Quarter 1 of the new operational year.



Performance Information

Inbound Payments:

A total of 1,473 inbound payments with a total sum of £80,260 were receipted against benefit overpayment debts. On recharge of Funeral Support Payment awards from estates, 117 payments with a total sum of £19,456 were received from executors – giving a total sum of £99,716 of inbound payments reconciled and receipted by the team.

[REDACTED TABLE]

[REDACTED]

[REDACTED TABLE]

Volumes of referrals for Funeral Support Recharge has continued to fall in Quarter 3 due to a change in operational guidance clarifying situations when assets of the deceased should be deducted from the initial award value. Due to seasonality of Funeral Support Payments, we anticipate a slight increase in referrals in Quarter 4.

[REDACTED TABLE]

The Recoveries team saw an increase in volume and value of write off referrals for Best Start Foods during Quarter 3. This is due to 3 new staff joining the team – their learning consolidation focussed initially on Best Start Foods before widening out to other activities.