



Audit and Assurance Committee

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| Date of Meeting | 13 May 2025 |
| Subject | Error Annual Report – 2024-25 |
| Agenda No. | |
| Paper No. | |
| Prepared By | Fraud and Error Resolution Unit |
| Purpose | Monitor |

Background

- 1.1 The attached report details error detection, correction and analysis undertaken by Social Security Scotland's Fraud and Error Resolution Unit in 2024-25.

Key Points

- 2.1 Key highlights are summarised in part 1 of this report, with further detail provided in Annex A.

Conclusion/ Recommendation

- 3.1 The Committee is asked to review and comment on progress made.

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Building Capability and Capacity

Technology and Systems

The following improvements have been made over the year:

- The Carers Support Payment and the Pension Age Disability Payment Interventions teams have gone live in 2024-25. The teams are working closely with colleagues in Client Service Delivery to understand error trends and take appropriate action to strengthen guidance and processes.
- In advance of Low Income Benefits re-establishing proactive sampling and data mining, a working group was formed to formalise approach to identifying, prioritising and reporting on proactive activities. Formal documentation has been developed and a new monthly meeting, the Fraud and Error Insight meeting has been established to ensure oversight and co-ordination within FERU.
- The Interventions team have also developed a briefing for line managers to cascade key error messages at team meetings. This is being trialled in ADP and initial feedback has been positive. In addition, the Disability and Low Income Benefits team are trialling feedback approaches to Client Service Delivery on individual official errors to identify most effective method.

Recruitment and Training

In 2024-25 an additional investment in 10 Low Income and Carers Benefit Intervention staff was approved to establish Carers Benefits Error Interventions service, while Disability Interventions welcomed 4 additional staff to support Pension Age Disability Payment Launch. Although bespoke Interventions training routeways are not yet available, commissions have been raised, and teams are being given support as new issues and gaps are identified.

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