

Audit and Assurance Committee

Date of Meeting

Subject

Recoveries and Recharge Annual Report: 2024-25

Agenda No.

Paper No.

Prepared By

Fraud and Error Resolution Unit

Purpose

Monitor

Background

1.1 The attached report details debt recovery and recharge activities undertaken by Social Security Scotland in 2024-25.

2.1 Key highlights are provided in Part 1 of the report, with additional detail provided in Annex A.

Key Points

Conclusion/ Recommendation

3.1 The Committee is asked to review and comment on progress made during 2024-25.

Recoveries and Recharge Performance

During 2024-25, we continued to see sustained increases in volumes of referrals due to corresponding increases in claim maintenance activity across the business as our benefits caseloads mature. Increased throughput from Error Interventions Teams has also contributed. Some key points that we would like to highlight to Committee are shown below, with further detail provided within Annex A.

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