

BENEFIT FRAUD INSPECTORATE RECOMMENDATIONS

Reference	Recommendation	Response/Action
2.160	<p>Management information such as cause and nature of overpayment, age of debt, trend analysis, method of recovery, speed of recovery and effectiveness of each method be collected.</p> <p>Remedial action is identified and put into practice by training, education and improved guidance.</p> <p>Target are set to reduce the numbers of overpayments, length of time taken to recover and average value of overpayment as well as to increase further the % recovery figure.</p> <p>Recovery from landlords for overpayment incurred by other tenants is applied in all appropriate cases.</p> <p>Analysis to be undertaken to identify those areas and posts of greatest risk and contingency plans drawn up to address these risks.</p>	<p><i>New Overpayment Policy in place from 3rd October 2002 based on accurate MIS guide figures. More resources have now been put into overpayments.</i></p> <p style="text-align: right;"><i>Delete</i></p>