

Housing Benefit Overpayment Recovery Action Plan – 2018/19

Action Needed	Responsible Person	Action	Completion Date	Review Date	Comments
Expression of interest to be issued to staff	Benefits Team Leader (BTL)	<ul style="list-style-type: none"> Email to all Housing Benefit Officers with expression of interest details – start date 18 June 2018, after HDD report 	08.05.18	17.05.18	<p>3 x EOI received</p> <p>Interviews, test and information chat undertaken on 17 May</p> <p>1 X FTE recruited</p> <p>Work to start on 18 June 2018</p>
Management Information to be set up and agreed	BTL	<ul style="list-style-type: none"> BTL to speak with Recovery and Systems Team Leaders to ascertain what MI is available on Northgate system 	18.06.18	<p>Weekly for team</p> <p>Monthly for reporting</p>	<p>04.05.18 – email sent to support team with a list of MI requirements</p> <p>01.06.18 – baseline Mis to be available</p>
Review of HDD Findings	BTL	<ul style="list-style-type: none"> HDD report to be reviewed by BTL and R&B Manager to set action plan 	26.05.18	18.06.18 and then weekly	31.05.18 – draft plan devised and issued to HBOP team for discussion and input

Appendix 2: 12 June 2018 – Revenues and Benefits Joint Committee – Housing Benefit Overpayments Update

Action Needed	Responsible Person	Action	Completion Date	Review Date	Comments
Review of Housing Benefit Debt Service project	BTL	<ul style="list-style-type: none"> Login to online forum to read through the guidance and experiences of other teams Check data download table 	08.06.18	Monthly	HBOP where there is no suitable recovery to be issued to debt service on a monthly basis
Agree working arrangements for HBOP officers	BTL	<ul style="list-style-type: none"> To liaise with Recovery Team Leader to discuss current working arrangements and processes for sundry debts 	08.06.18	Monthly	BTL and Recovery Team Leader to meet each month to review arrangements
Meet with successful HBOP officer	BTL	<ul style="list-style-type: none"> To provide a remit of the role and gain input into creation of action plan 	08.06.18	Monthly	Remit of role to be reviewed monthly at 1-1
Set up MI spreadsheet	BTL	<ul style="list-style-type: none"> MI spreadsheet to provide baseline stats as at 31 May 2018 To be completed each month to give comparison figures MI details to be gathered are further down in the action plan for each stage of debt 	01.06.18	Monthly	
Recovery method flowchart	BTL	<ul style="list-style-type: none"> To produce a recovery method flowchart which clearly shows preferred recovery method 	08.06.18	Monthly	To be reviewed monthly to ensure fit for purpose

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		routes (taking into account recommendations from HDD regarding capital, review of methods etc)			
Creation of overpayments					
Understanding the importance of recovery (HDD recommendation 10)	BTL's and Recovery Team Leader	<ul style="list-style-type: none"> • Communication of the work and action plan is needed from the outset at benefit and recovery team meetings. • Staff need to understand debt recovery is part of their role and understand the level of debt and importance of recovering this 	30.06.18	Monthly	
Benefits Officer training	HBOP Team	<ul style="list-style-type: none"> • Confidence in discussing overpayments with customers • Setting appropriate arrangements 	30.06.18	Monthly	Effectiveness of training to be reviewed at team meetings (discussion with staff) along with reviewing relevant stats
Review diary dating process	HBOP Team	<ul style="list-style-type: none"> • To ensure consistent approach to diary dating including how and when this should be done. 	30.06.18	Monthly	Diary date report to be reviewed by HBOP team to ensure it is

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(HDD recommendation 2)		Removal of use of outlook? Use of Northgate diary suite? <ul style="list-style-type: none"> Who should be reviewing the diary date? The Benefits Officer or the HBOP Officer? 			being used to full capacity
Consider claimant capital as recovery method (HDD recommendation 4)	BTL	<ul style="list-style-type: none"> Capital to be considered before recovery from ongoing benefit or payment arrangement 	08.06.18		To be included as part of the HBOP recovery flowchart
Overpayments recovered from ongoing Housing Benefit					
Monthly management Information (MI) required	BTL / HBOP Team	<ul style="list-style-type: none"> Detailed MI required: - <ul style="list-style-type: none"> No. at this stage Value at this stage 	31.05.18	Monthly	To be gathered each month on a spreadsheet for easy comparison to review movement and effectiveness of work undertaken
Review level of clawback (HDD recommendation 3)	HBOP Team	<ul style="list-style-type: none"> Process in place to review when a claimant returns to HB where there has been a recovery reduction previously 	08.06.18	Monthly	

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Overpayments at sundry debt and on arrangement					
Monthly management Information required	BTL / HBOP Team	<ul style="list-style-type: none"> • Detailed MI required: - <ul style="list-style-type: none"> ○ No. at each stage ○ Value at each stage ○ No. passed on to next stage 	31.05.18	Monthly	To be gathered each month on a spreadsheet for easy comparison to review movement and effectiveness of work undertaken
Consider current timeline for reminders (HDD recommendation 1)	HBOP Team	Looking at: <ul style="list-style-type: none"> • Reducing reminders at days 21 and 35 • Starting action at day 31 	15.06.18	N/A	
Passing on of non-arrangement debts to HBOP Recovery team	BTL	<ul style="list-style-type: none"> • Process needed as to what point the debt is passed to the HBOP recovery team for next action (such as referral to DWP debt service) 	08.06.18	Monthly	To be reviewed monthly to ensure these debts are being passed on to next stage
Telephone rota (HDD recommendation 5)	Recovery Team Leader	<ul style="list-style-type: none"> • Consider putting a telephone rota in place, for example half a day at a time so debt officer time 	30.06.18	N/A	

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		dealing with debt recovery is not as highly impacted			
Overpayments over 4 months old and where there is no arrangement					
Monthly management Information required	BTL / HBOP Team	<ul style="list-style-type: none"> • Detailed MI required: - <ul style="list-style-type: none"> ○ No. at this stage ○ Value at this stage 	31.05.18	Monthly	To be gathered each month on a spreadsheet for easy comparison to review movement and effectiveness of work undertaken
Existing overpayments over 4 months old with no action: Removal of these overpayments from sundry team	HBOP Team	<ul style="list-style-type: none"> • To be removed from the recovery team and brought into the HBOP team 	08.06.18	N/A	
Existing overpayments over 4 months old with no action: Review of status of recovery	HBOP Team	<ul style="list-style-type: none"> • Status of recovery stage to be reviewed • Appropriate action to be undertaken – arrangement / debt service or write off <ul style="list-style-type: none"> ○ Detailed MI required: - <ul style="list-style-type: none"> ▪ No. at this stage ▪ Value at this stage 	31.07.18	Monthly for new cases	

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Use of DWP Debt Service Project	BTL / HBOP Team	<ul style="list-style-type: none"> • These debts to be reviewed and passed to DWP Debt service project for potential recovery from earnings • Detailed MI required: - <ul style="list-style-type: none"> ○ No. at this stage ○ Value at this stage 	30.06.18	Monthly	
Looking at highest and oldest debt MI (HDD recommendation 7)	HBOP Team	<ul style="list-style-type: none"> • Targeted review of these cases 	31.07.18	Monthly	
Write Offs					
Monthly management Information required	BTL / HBOP Team	<ul style="list-style-type: none"> • Detailed MI required: - <ul style="list-style-type: none"> ○ No. at this stage ○ Value at this stage 	31.05.18	Monthly	To be gathered each month on a spreadsheet for easy comparison to review movement and effectiveness of work undertaken

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Management Information (MI)					
MI to be collated monthly	BTL / HBOP Team	<ul style="list-style-type: none"> MI as above to be collated on a spreadsheet for easy monthly comparison 	31.05.18	Monthly	<p>Baseline stats for 31.05.18</p> <p>Each month to be available within 3 working days of 1st of each month</p>
Management Information (MI) to be readily available (HDD recommendation 6)	BTL	<ul style="list-style-type: none"> Ensure that team leaders and senior recovery staff are able to analyse and understand the MI to manage debt recovery performance Feedback to HBOP officers – providing update on performance, looking at ‘issue’ areas Feedback to team members – providing update on actions taken and outcomes 	01.07.18	Monthly	<p>Baseline and June stats to be available 1 July 2018</p> <p>Monthly stats to be available within 3 working days of 1st of each month</p>

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HBOP Team and their role					
Collaboration between Benefits / Recovery Officers and the HBOP Team (HDD recommendation 11)	HBOP Team	<ul style="list-style-type: none"> • Bi-monthly meetings where achievements can be shared and areas for improvements can be discussed • This can be led by the HBOP Project Manager 	01.07.18	Bi-Monthly	