

Claim/Return (deadline)	Issue	Recommendation	Management Response	Responsibility (Implementation Date)
<p>Housing and Council Tax Benefits Subsidy (BEN01) (30/11/2014)</p> <p>Recommendation: 1</p>	<p>From our initial testing of 60 cases, we found one case where benefit had been overpaid as a result of miscoding the claimant's income and applying a disregard inappropriately. The overpayment was classified incorrectly as the claimant's error when it was the Council's error.</p> <p>Testing of an additional sample of 40 cases identified one further error which was similar in nature.</p> <p>The extrapolated error across the population of similar cases is £2,055. This matter was reported in our qualification letter.</p>	<p>While the issue noted is relatively minor in the context of the complexity of the BEN01 claim, we recommend that the Authority continues its programme of training officers regularly, to minimise the possibility that errors occur in future.</p>	<p>I can confirm that in both instances we have taken the necessary steps to bring this to the attention of those officers involved. Furthermore, I have detailed the nature of the error and provided advice to the processing team on what to do in similar circumstances, if there is any doubt about the classification. Any issues of this nature identified by my team throughout the year, as well as those identified during the audit, are resolved and addressed in the same manner.</p>	<p>Responsible Officer:</p> <p>Sarah Bryant, Director of Exchequer and Transactional Services/Chris Henry, Council Tax and Benefits Manager</p> <p>Timescale:</p> <p>On-Going</p>

