

## **Freedom of Information Request – Response – 27716**

*This is a formal request for information submitted under the Freedom of Information Act 2000.*

*I would be grateful for your assistance in providing the following:*

*Please provide the list of categories or headings under which your department records financial losses, write-offs, and special payments.*

*For each category, please provide the total monetary value recorded for the last three completed financial years.*

*To confirm, all I require is the category name that your department uses and the total amount recorded under that category. These figures should already be a matter of record within your existing financial reporting processes and therefore should not require any additional analysis or reclassification.*

*Categories may include, but are not limited to: fraud, overpayments, unrecoverable debts, theft, misappropriation, losses due to error or negligence, contract failures, procurement disputes or terminated contracts, failed or abandoned IT/digital projects, compensation payments, ex-gratia payments, and payments made under settlement agreements (including those containing confidentiality clauses or non-disclosure provisions).*

*If any category or heading used to record losses has changed name, been merged, split, or reclassified during the three-year period, please identify the change.*

*For clarity, an example of the type of output requested for each category and for each financial year would be totals such as:*

- £50m recorded under fraud*
- £120m recorded under overpayments*
- £300m recorded under unrecoverable debts*
- £40m recorded under settlement agreements*
- £200m recorded under failed IT projects*
- £80m recorded under procurement disputes*

*These examples are illustrative only. Please provide the categories actually used by your department and the totals recorded under each for each of the last three years.*

### **Total of Remedy Payments for Complaints as follows:**

**25-26: £636,590**

**24-25: £351,626**

**23-24: £285,580**

### **Total of Unrecoverable Debts Written Off**

| Unrecoverable Debts - Written OFF |         |
|-----------------------------------|---------|
|                                   |         |
| YR                                | AMOUNT  |
| 23/24                             | £988.5K |

|       |         |
|-------|---------|
| 24/25 | £836.4K |
| 25/26 | £1.1M   |

Nil Return for IT Projects.

Overpayments are not recorded.

### **Value of Fraud/Theft Losses**

Note: Financial year refers to when the investigation was completed as the loss could span multiple financial years and duration of investigations may span more than one financial year. These values are the initial loss and do not include subsequent recoveries of funds.

2023/2024: £38,860.49

2024/2025: £23,360.50

2025/2026: £98,774.08

*Total payments made under Settlement Agreements for the last 3 complete years are £263,945.49*

Write offs/overpayments through payroll - payroll don't hold collated information in relation to this. The decision to write off an overpayment is made locally by the service and we act on their instruction, in some cases in consultation with HR.