

Course Title	Reducing Write-Off	Duration	One Day	Benefits
Aim	<p>This course will ensure that your Authority is in a position to maximise recovery of Housing Benefit overpayments. At present you may find that you, along with most creditors, are writing off a considerable amount of debt, due to the problems experienced in recovery. What you may not realise is that you could be missing opportunities to recover HB debt instead of writing it off.</p> <p>This course covers the rules for recovering of all types of overpayment (including LA error), recovering DHPs and doing so in a way that will actually reduce the likelihood of successful appeals.</p> <p>If this course were to lead to just one extra recovery, that would cover the cost on its own. And you know it's going to help you do far more than that...</p>			
Prerequisites	A reasonable understanding of the HB and CTB systems			
Session	Outcomes	Content		
Introduction	Explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"> ◆ Introductions ◆ The objectives and the process of the course ◆ Agree what outcomes are required 		
Categorising Overpayments	Correctly categorise overpayments arising from a variety of different circumstances.	<ul style="list-style-type: none"> ◆ LA Error, Admin Delay, Claimant Error or Fraud ◆ Common misconceptions ◆ Notifications 		
Recovery Rules	State the rules on recovery of overpaid benefits.	<ul style="list-style-type: none"> ◆ Recoverable or not, and from who? ◆ Difference between LA Error and Admin Delay ◆ Enforceable or not? ◆ Recovery from benefits and rates ◆ Appeal rights 		
Negotiated Settlements	State the methods and advantages of a negotiated settlement with a debtor.	<ul style="list-style-type: none"> ◆ Negotiation process ◆ Using agents ◆ Advantages and disadvantages 		
The County Court System	Demonstrate the ability to complete the correct paperwork to enforce debt through the County Court system.	<ul style="list-style-type: none"> ◆ Legal status of a benefit debt ◆ Registering the debt ◆ Decision process, enforcement options & forms 		
Write Off	Correctly identify those cases where write off is the only option and make and record the decision correctly.	<ul style="list-style-type: none"> ◆ Write off rules ◆ 'Last resort' checklist ◆ Recording your decision 		
Book this course now :				
Cost	Price Code A			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, 23 Hall Street, Chelmsford, Essex. CM2 0HG Tel: 08454 300 262 e-mail: bookings@its-training-uk.com			