

## Focus on... Overpayments

### Controlling Overpayments, Controlling Service, Controlling Cost



#### The Need

No doubt, like everyone else you are finding that excessive overpayments are a serious problem. They are expensive to manage, are a drain on your resources and mess up your subsidy claim. To manage overpayments effectively your staff need to maintain basic knowledge of the cause of overpayments and other council officers involved in dealing with benefit claimants need an appreciation of changes in circumstances and what needs to be done in order to reduce overpayments.

#### Our Response

**Focus on... Overpayments** is an e-learning facility for staff engaged with benefit claimants and stakeholders. Its purpose is to raise awareness and maximise knowledge and understanding of what is needed to comply with the calculation of overpayments. In short, it is to help council staff to understand the essential elements.

#### Our Approach

**Focus on... Overpayments** is a hosted facility allowing fast set-up and hassle-free operation.

Our solution provides a low cost way of training all relevant staff quickly and effectively. **Focus on... Overpayments** is an innovative method of delivering comprehensive on-line awareness training, assessment and management tracking to complement your existing arrangements. This accessible e-learning training solution helps to ensure that awareness of Overpayments is maximised across all relevant personnel by providing the information they need at their fingertips.

#### The Benefits

An efficient and effective overpayments process will:

- Focus the service on customer needs
- Help reduce the levels of overpayments
- Reduce risk of subsidy loss
- Reduce appeals and redeterminations
- Reduce customer complaints
- Reduce unnecessary stress on both customers and staff
- Make better use of resources and increase productivity

Highly cost  
effective learning

#### Our Proof

Our "Focus on..." range of products has grown considerably since the early DWP funded version of Benefit Fraud, which was used by over 300 local authorities. Our methodology for e-learning has been continuously developed and is popular and well proven in all our products. Used by tens of thousands of satisfied local government users, the Focus on... range is now established as a true market leader. Our more recent modules include "Focus on... Verification" and "Focus on... LHA".

Anywhere,  
anytime use

*"Focus on... Overpayments has proven to be a very effective way to establish an understanding in our staff and stakeholders of the importance of acting quickly to avoid overpayments."* **Colin Connor, Benefits Manager, Rochdale Metropolitan Borough Council**

Unlimited users

#### Meritec Limited

We have a long track record of success in working with local authority customers to help improve performance. e-learning and training are key components in our offerings portfolio. New additions to our Focus on... e-learning range include Council Tax, ESA and Fraud and Corruption.

## Overview

**Focus on... Overpayments** should take the user around 45 minutes to complete and provides:

### Training Module

Improves the trainee's understanding of:

- What an overpayment is
- How to deal with changes in circumstances
- How to get it right first time
- How to put it right when it is wrong
- How to work out underlying entitlement
- The relationship between overpayments and subsidy
- Of why timing is important
- What a recoverable is and when to recover
- Who to recover an overpayment from
- Explanation of recovery options
- Etc.

### Hosting

- Secure operation through Meritec web servers allows unrestricted access to users 24 hours a day, 7 days a week
- The service is compliant with e-Government standards and works with all major internet browsers

### Personalisation

- The content of the course can be personalised to reflect your organisation's preferences

### Help Desk Support

- A help desk is provided to help assist with advice/ guidance/ support

## Key Features

- Internet based – no installation necessary, you can be up and running in minutes
- Professionally designed e-learning training content
- Specifically designed to meet the awareness and training needs of staff and stakeholders
- Each chapter includes exercises and a summary
- 15 question assessment at the end of the course
- Ability to personalise the course to meet your local needs. Options available:
  - Upload your authority logo
  - Edit course content
  - Change text and title colours to match your logo or corporate colours
  - Edit and delete users
- Learner feedback and a database that automatically records learner scores and allows reporting

### Focus on... Modules

The full range of Focus on... modules now includes:

- Focus on... Benefit Fraud
- Focus on... Fraud and Corruption
- Focus on... Council Tax
- Focus on... ESA
- Focus on... LHA
- Focus on... Overpayments
- Focus on... Verification
- Focus on... Information Security



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