



The Scottish Parliament
Pàrlamaid na h-Alba

Social Justice and Social Security Committee

David Wallace
Chief Executive
Social Security Scotland

Via email only

Email: SJSS.committee@parliament.scot

21 January, 2025

Dear David,

Request for further information

Thank you for providing evidence to the Social Justice and Social Security Committee meeting of 16 January.

During the evidence session, you confirmed that you would provide the following additional information to the Committee:

- Figures on the level of overpayments of benefits due to official error and the progress being made in debt recovery.
- Examples of what Social Security Scotland is doing to support staff to ensure they have the necessary tools and information to do their jobs, and what is being done to increase staff confidence in both referring to advocacy support and signposting to advice.
- The reasons for the increase in Social Security Scotland's annual accounts provision from £5.5m to £33.2m.
- An update on the progress being made in resolving IT issues encountered when sending information to the Scottish Courts and Tribunals Service.

Following the evidence session, Members agreed to request the following additional information:

- Reflecting on the discussion about KPIs, members would be interested in details of any trends and themes emerging from qualitative data gathered from discussions with staff that provide information on organisational performance and the actions taken.
- Details of any trends identified in relation to staff absences, beyond the headline measure.
- Details of the statistical information, both qualitative and quantitative, that Social Security Scotland gathers to enable an understanding of the levels of satisfaction of clients and staff.
- Further details about the £60m and £42m overpayments in DWP benefits, in the years to March 2023 and March 2024 respectively, broken down into the amounts due to client error, official error and fraud.
- Details of the systems that are in place to ensure that there are not any incorrectly addressed communications. For example, data for mail sent to the wrong recipient shows an increase from 246 in 2022-23 to 598 in 2023-24.
- Details of the amendments that Social Security Scotland has made to its established process for requesting information from GPs, which is to send an initial request through the Scottish Care Information Gateway system, in light of reports that some GPs do not use this system.

Members would like to take up your kind offer to visit Social Security Scotland. As some Members of the Committee have previously visited your head office premises in Dundee, it would be helpful to visit the Glasgow premises. We will be in touch shortly to agree a date.

It would be appreciated if this information could be provided by Friday, 14 February.

Yours sincerely,



Collette Stevenson MSP
Convener
Social Justice and Social Security Committee