

**WRITTEN QUESTION TO THE MINISTER FOR SOCIAL SECURITY  
BY DEPUTY G.P. SOUTHERN OF ST. HELIER CENTRAL  
QUESTION SUBMITTED ON TUESDAY 7th MAY 2024  
ANSWER TO BE TABLED ON WEDNESDAY 15th MAY 2024**

**Question**

“In relation to recent Income Support benefit overpayments, will the Minister detail what actions, if any, are under consideration to protect benefit claimants from receiving overpayments, and whether such changes include making payments in advance, rather than in arrears?”

**Answer**

I am acutely aware of the impact that overpayments can have on people claiming Income Support – especially in circumstances where the individual(s) have notified the department of their change in circumstances, or it’s the result of an overlapping payment. I want to give my assurance that I am taking the report and findings from the previous Scrutiny Panel seriously ([S.R.1/2023](#)). I intend to respond fully to the panel’s recommendations; this will include clearly outlining actions to resolve the issues identified in the report.

To inform my decisions, I have asked the Customer and Local Services Department to provide me with any available data relating to the causes of overpayments. I have also asked officers to make me aware of any complaints made by Income Support claimants, relating to Income Support overpayments.

At present, Income Support payments are made in advance. I have asked officers to assess the effect of making payments in arrears rather than in advance, so that I may consider this in the future.