

## **Overpayment of Income Support Benefits Review – Submission from Anonymous 11**

An individual personally known to me was wrongly assigned Income Support. It took 10 years for this situation to come to light. During this time there appears to have been only one review. The individual concerned was an alcoholic and unable to manage his affairs. When I assisted him to put things right, I discovered an uncompleted review form from 2017 in a box of his old Christmas cards. Clearly, no one had pursued the 2017 review to obtain an outcome. Consequently, Income Support payments continued for a further 5 years, resulting in a substantial debt to be repaid.