

Overpayment of Income Support Benefits Review – Submission from Anonymous 3

I have VERY long documented evidence of numerous failings by social security resulting in me having to pay back over 12,000 pounds to both Andium homes and income support due to errors on their behalf. These include, but are not limited to, lost documents despite having receipts as evidence of delivery, non-process of documents, data protection breaches, officers visiting my home and barging in my door, closing of claim whilst investigating issues and not giving back pay when investigation proved negative and disgusting treatment overall.

Income support is supposed to be there to support in times of financial hardship, instead it serves to make people very unwell. My experience with the department very nearly resulted in my children and I experiencing eviction (which went to court) and being separated with my children going into care despite never having involvement from social services. Five years on and this is still highly impacting my life and causing financial hardship and distress.

I would be happy to share my experience as something needs to change.