

24 August 2016

Kieran Coleman
Enforcement and Compliance

Dear Kieran

ALLOCATION OF VOLUNTARY REDRESS PAYMENTS IN THE CONTEXT OF ENFORCEMENT CASES

We welcome the opportunity to comment on this consultation. Capita provides a range of grant and programme management services including administration of Green Deal Home Improvement Grants and boiler scrappage for the London Mayor. We have recently participated in the Cabinet Office 2015/16 programme of Targeted Random Sampling. We have been awarded a Gold rating on the Green Deal Home Improvement Fund demonstrating a solid understanding of the fraud and error risks. We believe that such approaches are important in ensuring that such a large distribution of monies is carefully managed to demonstrate the proposed principles are being met and that the programme is being delivered through maximal efficiency and objectivity.

We think there may be benefit from considering a more formal separation of the administration of the voluntary redress scheme. We believe that by giving responsibility to a third party with the appropriate expertise would be the best route as it would provide transparency on the true costs of administration and enable investigation into the outcomes delivered from the distribution of such funds. This could be funded as a proportion of the redress payments.

Separating the administration of the scheme in this way could potentially allow some input into the approval of recipients of the scheme whilst avoiding any suggestions that the over-riding principles are being ignored.

This would also enable a formal route to be established enabling smaller recipients to bid on a level playing field with the larger recipients.

The Crown Commercial Service has recently awarded a framework for Grant and Programme Service providers (RM949) which could be used to provide a shortlist of such market tested providers.

We would very much welcome the opportunity to discuss this response in due course.

Yours sincerely

Peter Luke

Capita