



Debt Management

Who are we?

Debt Management is part of the Department for Work and Pensions Shared Services. We specialise in the management and recovery of debt work.

Created in 2001 and employing around 3000 people, it has also direct contact with the public and other external customers and organisations.

Debt Management's operational units are based in 10 debt centres and three specialist units across Great Britain. There are also a number of teams across the country that provide support functions to operations as well as carrying out business development opportunities.

What we do

The main aims of the Debt Management organisation are:

- To support the Department in the reduction in losses from fraud and error in programme spend by the efficient and effective collection of debt; and
- To deliver a consolidated and accessible debt management and recovery organisation, that provides a modern, flexible, professionally operated public sector financial service.

The services provided by Debt Management include:

- Management and recovery of benefit overpayments
- Recovery of Social Security benefits from compensation payments
- Recovery of National Health Service charges for treatment of injuries arising from road traffic accidents
- Collection of maintenance payments falling outside the jurisdiction of the Child Support Agency
- Financial management and accounting services for debt across the Department for Work and Pensions



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