

5 November 2021

Staff Overpayment

- 1 Over the following period, 1st Apr 17 to end Mar 18, same for 18-19, 19-20 and from 20-21; can you please tell me how many episodes you had for staff overpayment? Totals for the four requested periods is suffice.

Fiscal Year	Num. Overpayments
FY2017/18	923
FY2018/19	832
FY2019/20	805
FY2020/21	1025
Grand Total	3585

- 2 Of these episodes how many where reclaimed from the benefactor, in line with the Trust's overpayment remuneration policy, or the equivalent policy irrespective of its exact title? Can you also please confirm how many didn't have to pay it back? If it is possible to provide types of overpayment, i.e. system error, wrongly calculated hours, contractual change etc., if this could be put into a tabular formatted table, i.e. spreadsheet and provided with total episode that would be appreciated.

Repayment Status	Num.
Awaiting recovery	211
Invoiced	587
Repayment Plan Complete	2264
Repayments in progress	167
Outstanding balance to be invoiced	356
Grand Total	3585

Repayment Status	FY2017/18	FY2019/20	FY2020/21	Grand Total
Loan input to clear low balance negative with a nil balance on NPCA in agreement with Org Finance		29		29
Trust - Write off per Org instructions	40	3	1	44
Grand Total	40	32	1	73

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Overpayment Reason	FY 2017/18	FY 2018/19	FY 2019/20	FY 2020/21	Grand Total
BACS Recall failure - immediate repayment via AR required				1	1
HMRC Coding Error		9	1		10
Incorrect Bank Details				3	3
Loan input to clear low balance negative with a nil balance on NPCA in agreement with Org Finance			29		29
Absence Data Entry Error (Career Break)		1			1
Absence Data Entry Error (Maternity)	12	1		2	15
Absence Data Entry Error (Overtaken Annual Leave)	1	1			2
Absence Data Entry Error (Sick)	6	28	1	1	36
Absence Data Entry Error (Unpaid Absence)	2	1			3
Incorrect coding (i.e. NS wage type instead of S wage type)	1				1
New Start Processing Issue e.g. Incorrect Tax Code/Pension deducted in error			2		2
Protections/Red Circle		2			2
Timesheet Data Entry Error	2	9	2	5	18
System Error	79	4	1	5	89
Arrears Payment				2	2
Incorrect New Start information (e.g. contract instead of bank post)	1	2	1	4	8
Incorrect or Late leaver notification	89	240	266	334	929
Incorrect or Late Notification of Absence (Career Break)	6	15	12	15	48
Incorrect or Late Notification of Absence (Maternity)	8	9	3	6	26
Incorrect or Late Notification of Absence (Overtaken Annual Leave)	1	4	1	2	8
Incorrect or Late Notification of Absence (Sick)	14	61	34	96	205
Incorrect or Late Notification of Absence (Unpaid Absence)	2	5	4	20	31
Incorrect or Late notification of Contractual Change	395	304	362	442	1503
Incorrect Timesheet	4	26	15	38	83
Incorrect Travel Claim			1		1
Late notification of Term Time	6		2	1	9
Multiple Contract Processing error	135	5	5		145
Other	105	105	60	47	317
Pre go-live overpayment, no calculations provided	14				14
Write off per Org instructions	40		3	1	44
Grand Total	923	832	805	1025	3585

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- 3 How many overpayment issues were identified that was £4000 or higher, for the time period in point 1, and what is the average repayment monthly amount and the average repayment agreed time period?**

Fiscal Year	Num. >4K
FY2017/18	111
FY2018/19	82
FY2019/20	65
FY2020/21	84
Grand Total	342

Payroll Shared Service Centre is unable to provide the average repayment monthly amount or the average repayment agreed time period; however, repayments are set up according to the Regional Employee Remuneration and Expenses Overpayment Recovery Policy, Appendix 1, Standard Repayment Terms. Any stepping outside of the standard terms due to hardship is upon instructions from employing organisation.

- 4 For each of the time periods specified in point 1, can you please provide one figure for the average overpayment, this would be the total value of overpayments for the year divided by the total of episodes, and that would be the answer. So for clarity I'm expecting 4 different figures.**

Fiscal Year	Average Overpayment Amount
FY2017/18	£1,845.55
FY2018/19	£1,600.62
FY2019/20	£1,581.48
FY2020/21	£1,489.31
Grand Total	£6,516.96

- 5 Not all staff are aware they've been over paid, for example, if their line manager has been approving the additional work they've been doing since an employee took up post, but in essence, the line manager was doing it wrong, in this instance is it the employee reprimanded or the line manager for incorrectly completing the information? How would the employee know that they've been overpaid if they were getting it from day one as you wouldn't recognise it was extra, it's different when you're used to perhaps like 1500 and then it shoots up to 2000, that is easy to identify however in this scenario can you please confirm the process?**

Any staff that have been overpaid will receive a letter from Payroll, which will give details of the reason they were overpaid, the period in which the overpayment was made and the amount they were overpaid. It will also inform the staff member of the necessary repayments to recover the debt.

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This is line with the regionally agreed Overpayments Policy and staff's contractual obligations.

The letter further informs the staff member of what other options are available if these payments were to cause financial hardship for the employee.

Belfast Trust also has its own internal process for reviewing overpayments. For overpayments over a pre-determined amount, the Trust requires a return to be completed by the relevant Co-Director, in conjunction with the line manager and the staff member who has been overpaid. The template asks numerous questions of the line manager and the staff member in relation to how the overpayment occurred, what happened that caused the overpayment and what mechanisms or controls were absent in order to prevent the overpayment. This establishes what went wrong so that lessons may be learned, training given where necessary and new processes and procedures adopted to prevent this happening again, it is not done in order that the staff member or the line manager is reprimanded or disciplined. However, repeated failure by a line manager to carry out their managerial responsibilities or clear evidence of dishonesty on the part of any staff member may result in further appropriate action being taken in line with Trust policies and procedures.

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Appendix 1



Payroll Shared Service Centre

Appendix 1: For information - HSC Employers' Standard Repayment Calculation Table – Payroll Overpayments

Monthly paid employees

Overpayment as a percentage of the employee's net pay	Maximum Number of pays in which to recoup the overpayment
Less than 10%	Next Pay
11% - 15%	2
16% - 25%	3
26% - 50%	6
51% - 75%	9
76% - 100%	12
Over 100% *	15

Weekly paid employees

Overpayment as a percentage of the employee's net pay	Maximum Number of pays in which to recoup the overpayment
Less than 10%	Next Pay
11% - 15%	2
16% - 25%	3
26% - 50%	6
51% - 75%	9
76% - 100%	12
Over 100% *	15

Fortnightly paid employees

Overpayment as a percentage of the employee's net pay	Maximum Number of pays in which to recoup the overpayment
Less than 10%	Next Pay
11% - 15%	2
16% - 25%	3
26% - 50%	6
51% - 75%	9
76% - 100%	12
Over 100% *	15

Note: Where an overpayment exceeds 100% of the net pay of the employee, the repayments should not exceed 15% of the employee's net pay. In cases that repayments do exceed 15% of net pay, the terms of repayment will be extended in excess of the 15 repayment periods so that the 15% tolerance is not exceeded.

In cases of hardship the Employee may refer to the employing organisation for consideration of personal circumstances – please refer to Policy section 7.