

Ref no: 153261119  
From: Public  
Date: 26/11/19  
Subject: Overpayments Policy

## REQUEST

Under the freedom of information act I am requesting the information listed further below.

If you fail to provide the information then I will be forced to report this to the Information Commissioner as there is no justifiable reason within the act that permits you not to provide this. In addition I will then refer this to interested journalists of local and national newspapers, as well as NHSI, NHS Employers and NHS Auditors.

I am copying in your Chairman and Freedom to Speak up Guardian to ensure that this is not swept under the carpet. It is also critical that the payroll department culture of blaming junior staff, clients or even precious staff does not occur here. The responsibility and accountability must lay with the department leadership. There are genuine concerns regarding a blame culture and the scale of this specific issue.

FOI Team please ensure your Chairman and Freedom to Speak up Guardian receive sight of this email, just in case I have emailed the wrong email address.

Under the FOI Act please provide:

- 1) Do you have an Overpayments Policy? If so please provide this.
- 2) Do you have an Overpayment Database or a system that tracks Overpayments to ensure that you know what amount of NHS funding has been overpaid? If so, please provide details (without personal details).
- 3) What is the current value as of outstanding Overpayments made through your payroll department for all payments that you process including Trust employees and Clients?

4) What is the total value of Overpayments that have been made through your payroll over the last two years (to date of this email) for all payments that you process including Trust employees and Clients?

5) What is the total value of Overpayments that have been written off through your payroll within the last two years for all payments that you process including Trust employees and Clients?

For now these are the only questions that I have however I may have further ones at a later date. If you seek to provide vague answers or give technical excuses please do be advised that these will categorically not be accepted.

It is highly important that NHS funding is well managed hence raising this matter.

I would urge your executives to keep this on your radar and to commission a full expansive audit.

## RESPONSE

1. Do you have an Overpayments Policy? If so please provide this.

Yes please see attached.

2. Do you have an Overpayment Database or a system that tracks Overpayments to ensure that you know what amount of NHS funding has been overpaid? If so, please provide details (without personal details).

Yes an Excel spreadsheet, please see blank template

3. What is the current value as of outstanding Overpayments made through your payroll department for all payments that you process including Trust employees and Clients?

The current total value of every single Overpayment that remain outstanding in relation to StHK current employees for all errors is:

- £19,919.08: (Nov 17 to March 19)
- £81,175.76: (April 19 to Nov 19)

Please refer to Endnote for detail regarding Clients

4. What is the total value of Overpayments that have been made through your payroll over the last two years (to date of this email) for all payments that you process including Trust employees and Clients?

The total value of Overpayments that have been caused by Payroll error over the last two years to current StHK employees (including those which have been recovered) is:

- £35,920.06: (Nov 17 to March 19)
- £11,144.04: (April 19 to Nov 19)

Please refer to Endnote for detail regarding Clients

5. What is the total value of Overpayments that have been written off through your payroll within the last two years for all payments that you process including Trust employees and Clients?

There has been no write-off action taken in relation to overpayments for StHK

Please refer to Endnote for detail regarding Clients

\* Please note: We are unable to provide details where our clients are concerned; to do so would potentially breach commercial sensitivities