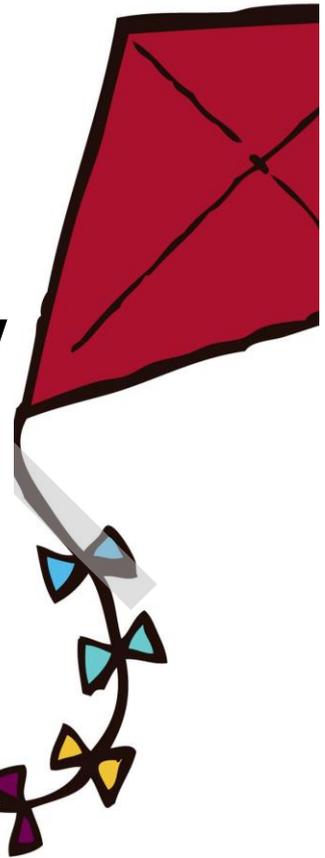


Policy for the Recovery of Overpayments and Payment of Underpayments



The 5 key messages the reader should note about this document are:

1. Employees have a responsibility to check their payslip each pay period. If they notice an error they must notify payroll immediately.
2. The Trust is required to ensure that employees are paid accurately and on time.
3. The Trust is funded by public money and as such has a responsibility to ensure robust mechanisms are in place to ensure that it is in a position to recover monies paid out because of operational errors or omissions.
4. It defines individual roles and responsibilities in respect of over and under payments.
5. Gives the legislative position quoting the relevant sections from the Employment Rights Act 1996.



This policy has been approved. Circumstances may arise where staff become aware that changes in national policy or statutory guidance (e.g. National Institute for Clinical Excellence (NICE) guidance, Employment Law) may affect this policy. It is the duty of the staff member concerned to ensure that the policy author is made aware of this change so that the matter can be dealt with through the policy review process.

NOTE: All policies remain extant until notification of an amended policy via Global e-mail and posting on the intranet.

Document details:	Overpayment and Underpayment Policy
Version:	Version 2 Final
Persons / committees consulted:	Executive Management Team, HR Policy Workshop, Policy & Procedure Development Group, Staff Partnership Forum
Approved by:	
Date approved:	
Ratified by:	
Date ratified:	
Title of originator / author:	Jane Bridger – Head of Employee Services
Title of responsible committee / group (or Trust Board):	
Title of responsible Director:	Director of Finance, Contracting & Facilities
Date issued:	
Review date:	
Frequency of review:	Every 3 years
Target audience:	Directors, policy authors, senior managers, employees.
Responsible for dissemination:	
Copies available from:	Connect on BDCT Intranet
Where is previous copy archived (if applicable)	Not applicable

Amendment Summary:	Not applicable
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Amendment detail:

Amendment number	Page	Subject
1		References to Bradford Payroll Consortium (BPC) changed to Bradford NHS Payroll Services (BPS)
2		
3		<i>Insert description of amendments made to the Procedural Document since its last review.</i>

DRAFT

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DRAFT

1 INTRODUCTION

Bradford District Care Trust (the Trust) acknowledges that on occasion staff may experience an over or underpayment of salary, expenses or other allowances. The Trust commits to continuously keep its systems and controls under review to ensure they are rigorous and sufficient to ensure that over or underpayments do not arise.

The Trust is required to ensure that employees are paid accurately and on time. If an overpayment of salary or any other payment of public funds occurs for any reason, the Trust will recover the overpayment from the employee. Similarly the Trust will take steps to correct any underpayment of salary or any other payment to which an employee is entitled.

2 SCOPE

The purpose of this document is to set out the Trust policy and procedure on handling overpayments and underpayments. It defines individual roles and responsibilities in respect of over and underpayments. It also aims to raise staff awareness regarding the recovery of overpayments and the payment of underpayments and to provide a fair and consistent approach throughout the Trust.

2.1 Overpayments

The Trust is funded by public money and as such has a responsibility to ensure robust mechanisms are in place to ensure that it is in a position to recover monies paid out because of operational errors or omissions. If members of staff have received public money to which they are not entitled, they will be asked to repay it in full. Employees are encouraged to repay any overpayments immediately in order to resolve the issue without any undue stress. It is a fundamental principle that employees are expected to be truthful and honest in respect of issues relating to salary overpayments.

If an overpayment is considered to have been brought about fraudulently then the matter will be reported to the Trust's Local Counter Fraud Specialist (LCFS).

2.2 Overpayments – Legislative and Trust Overview

Section 13 of the Employments Rights Act 1996, states:

Right not to suffer unauthorised deductions

(1) An employer shall not make a deduction from wages of a worker employed by him unless-

(a) the deduction is required or authorised to be made by virtue of a statutory provision or a relevant provision of the worker's contract, or

(b) the worker has previously signified in writing his agreement or consent to making of the deduction

However it further states in section 14 that:

Section 13 does not apply to a deduction from a worker's wages made by his employer where the purpose of the deduction is the reimbursement of the employer in respect of-

(a) An overpayment of wages, or

(b) An overpayment in respect of expenses incurred by the worker in carrying out his employment.

The Trust therefore has the right to recover any salary overpayment from an employee irrespective of how it occurred. However, the Trust will always attempt to notify the employee when an overpayment has been made and agree how the money should be repaid before repayment commences. Contact will be made by telephone where possible or by written notification if not. (appendices 1-6)

2.3 Underpayments

An interim payment may be made available to an employee, where through no fault of their own they have been underpaid, and the underpayment will cause the employee undue financial distress. Normally only requests where the advance represents more than 15% of their normal gross salary will be authorised. Further details are available at Appendix 6.

3 DEFINITIONS

3.1 Employees

People who work for the Trust under a contract of employment.

3.2 The Trust

Bradford District Care Trust

3.3 Local Counter Fraud Specialist (LCFS)

The individual responsible for ensuring that arrangements for countering fraud and corruption are in place.

3.4 Electronic Staff Record (ESR)

The Electronic Staff Record (ESR) solution is an integrated recruitment, HR, payroll and learning management system, in place in all NHS organisations.

3.5 Gross Pay

Gross pay is an employee's salary prior to deductions for tax, National Insurance and pension etc.

4 DUTIES

The responsibilities and duties included in the policy and procedure are set out below:

4.1 Trust Board

The Trust Board is committed to ensure that this policy and procedure is fully implemented in a fair and consistent manner.

4.2 Directors/Deputy Directors and Managers

It is the responsibility of Directors/Deputy Directors and Managers to ensure that all documentation which may impact upon pay is completed and actioned in a timely manner. They will take action within their own areas of responsibility to ensure compliance with this policy and procedure.

4.3 Budget Holders

All budget holders, including budget monitors have a duty to review all pay costs charged to their budgets on a monthly basis and query any unusual items or unexplained variances with Payroll and/or the appropriate Finance Manager.

4.4 Employees

All employees have a responsibility for checking their payslip to ensure they have received the correct payment each pay period. If they notice an error in their salary payments, they must notify Payroll immediately. They are required to comply with the guidelines set out within this policy.

4.5 Payroll

Payroll is responsible for ensuring that once overpayments are highlighted they are communicated to Trust employees, Human Resources and Finance and in a timely manner.

Payroll is also responsible for resolving payroll discrepancies. Payroll must ensure they understand the Overpayment Policy and follow this procedure referring to the Head of Employee Services for advice if appropriate.

4.6 Director of Finance, Contracting and Estates

Under the terms of the Trust's Standing Financial Instructions, the Director of Finance, Contracting and Facilities is required to authorise the write off of any losses arising from the overpayment of salaries up to an amount of £1,000. Losses greater than £1,000 require authorisation for write off by the Audit Committee. Losses up to £1,000 will also be reported to the Audit Committee as part of the Trust's reporting of Losses and Special Payments.

The Director of Finance, Contracting and Facilities is also responsible for ensuring that appropriate systems exist for ensuring that all staff who are subject to payroll discrepancies are dealt with in a fair and equitable manner and in accordance with current legislation and good practice.

4.7 Local Counter Fraud Specialist (LCFS)

The Local Counter Fraud Specialist (LCFS) will investigate all overpayments that may be considered fraudulent.

5 PROCEDURE

5.1 Overpayments

It is the responsibility of the employee to check their payslip each pay period. They are responsible for notifying Payroll when they recognise they have received a payment for which they are not entitled. If the employee fails to report an overpayment, then the Trust reserves the right to involve the Local Counter Fraud Specialist for further action, which may include disciplinary action and if appropriate, dismissal.

Directors, Deputy Directors and Managers should also notify Payroll when they identify an error in an employees pay which will result in an overpayment occurring.

5.1.1 Recovery Process (Current Employees)

When an overpayment has been identified, Payroll will write to the individual concerned with details of the overpayment, including the period covered, the amount and an explanation for the reason for the overpayment. This letter will be copied to Finance, Line Manager, and Deputy Head of Employee Services.

Where the overpayment is made over a number of pay periods before it is discovered, it is expected that the amount will normally be repaid in no more than the same number of periods in which the overpayment occurred.

The Trust will make reasonable efforts to agree a fair repayment schedule. The schedule should not result in financial hardship for the employee. If an agreement cannot be reached within six weeks from the date of the letter the matter will be referred to Finance to instigate the debt recovery procedure.

5.1.2 Recovery Process (Leavers)

When an overpayment has been identified, Payroll will write to the individual concerned requesting immediate payment and giving details of the overpayment, including the period covered; the amount and an explanation for the reason for the overpayment. This letter will be copied to Finance, Line Manager, and Deputy Head of Employee Services.

An invoice for the full amount of the overpayment will be raised and sent to the ex-employee's last known home address held on ESR. Payment of the invoice will be requested within 14 days. If no response is received within 14 days the Trust's normal debt recovery procedure will be instigated.

Ex-employees to whom an invoice is sent may contact Shared Business Services as stated on the invoice, for them to consider an application for repayment by instalments. Approval for this will be required from the Trust's Head of Financial Services or Director of Finance, Contracting and Estates.

5.2 Underpayments

Following an underpayment of salary or other payment, the underpayment will usually be corrected in the next available salary payment. However an employee can request that Payroll consider an interim payment.

5.2.1 Interim payment

An interim payment will only be made being made if the gross value of the shortfall is more than 15% of the employee's gross pay. Underpayments of less than 15% gross will be paid in the next available salary.

If an employee requests a payment which is less than 15% of their gross pay the employee will be referred to their Head of Service. They can override the policy if appropriate and authorise an exceptional payment. This must be requested on the *Exceptional Payment Pro-forma* (appendix 7) and sent to Payroll.

A payment of two-thirds of the gross payment will be paid into the employee's bank account; this is to make reasonable allowance for deductions in respect of tax, National Insurance and pension.

5.2.2 Late receipt of timesheets or expense claims

Any timesheet or expense claim received after the published deadline will be held until the next payment period and an interim payment will NOT be made.

5.3 Fraud

If an overpayment is considered to have been brought about fraudulently then the matter will be reported to the Trust's Local Counter Fraud Specialist for an investigation to be carried out.

If an overpayment of salary is caused because the employee has wilfully misrepresented facts or relevant data, all possible steps must be taken to effect immediate recovery. The LCFS will decide whether to carry out an investigation that may culminate in criminal proceedings and/or disciplinary action being taken against an employee in the event of a failure to disclose an overpayment. Full recovery will be sought and a repayment plan will NOT be an option in these circumstances.

6 AUDIT AND MONITORING

Records of overpayments and interim payments will be maintained by Payroll.

Monthly spread sheets of overpayments and interim payments will be provided by Bradford NHS Payroll Services to the Trust's Head of Financial Services. Who will report monthly to the Workforce Information Steering Group.

7 EQUALITY IMPACT ASSESSMENT

The Trust has no intent to discriminate and endeavours to develop and implement policies that meet the diverse needs of our workforce and the people we serve, ensuring that none are placed at a disadvantage over others. Our philosophy and commitment to care goes above and beyond our legal duty to enable us to provide high-quality services. Our Equality Analysis and equality monitoring is a core service improvement tool which enables the organisation to address the needs of disadvantaged groups. The aim of Equality analysis is to remove or minimise disadvantages suffered by people because of their protected characteristics.

An impact assessment has been undertaken to consider the need and assess the impact of this policy and is evidenced at Appendix B of this template.

8 TRAINING NEEDS ANALYSIS

The Trust is committed to high quality targeted training and effective communication to support this policy. The Trust recognizes that training capacity can fluctuate and will depend on resources available. As such based on an assessment of capacity and risk, the training needs analysis will identify the high priority groups for training. The objective of the training to implement this policy is to meet training to this group over the time frequency stated. The focus of Trust monitoring will be on this group over the agreed period or lifetime of the policy.

Issues relating to capacity to meet training needs for the high priority group will be escalated by the policy lead to the relevant Director for action to mitigate the risk and inclusion on the appropriate risk register.

For a detailed account of training numbers, costs and action plan please refer to the Trust's Training and Study Leave Policy.

9 CONSULTATION, APPROVAL AND RATIFICATION PROCESS

9.1 Consultation Process

Stakeholder	Level of involvement
Staff Groups	Participated in the formulation of this document
Service Users	Participated in the formulation of this document
Carers	Participated in the formulation of this document
Unions	Participated in the formulation of this document
Human Resources	Participated in the formulation of this document

9.2 Procedural Document Approval Process

The author of the document is Jane Bridger, Head of Employee Services and comments were received and considered at the Policy Workshop on *[insert date]*. The workshop included representatives from unions, human resources, staff groups and carers.

9.3 Ratification Process

This policy was provided to the *[name of group/committee]* for ratification and was ratified on the date set out on its front sheet.

10 REVIEW OF THE PROCEDURAL DOCUMENT

The *[name of group/committee]* will undertake a review of this policy 3 years following its ratification unless new national policy or statutory guidance is issued in the interim that significantly affects it. It is the duty of Trust staff to ensure that the policy author is made cognisant of any such changes they become aware of so that the matter can be dealt with through the policy review process.

11 MONITORING COMPLIANCE AND EFFECTIVENESS OF THE PROCEDURAL DOCUMENT

Criteria	Evidence identified to indicate compliance with policy	Method of monitoring, i.e. how/where will this be gathered?	Frequency of monitoring	Lead responsible for monitoring
Duties	Minutes of Workforce Information Steering Group	Overpayment/Local Payment reports	Monthly	Department Director
Procedures	Letters to employees	Monthly overpayment report	Monthly	Deputy Head of Employee Services

12 REFERENCES

- Employment Rights Act 1996

13 APPENDIX A: COMPLIANCE CHECKLIST

To be completed and attached to any document which guides practice when submitted to the appropriate committee for consideration and approval.

	Title of document being reviewed:	Yes/No/Unsure	Comments
1.	Title		
	Is the title clear and unambiguous?	Yes	
	Is it clear whether the document is a guideline, policy, protocol or standard?	Yes	
2.	Rationale		
	Are reasons for development of the document stated?	Yes	
3.	Development Process		
	Is the method described in brief?	Yes	
	Are people involved in the development identified?	Yes	
	Do you feel a reasonable attempt has been made to ensure relevant expertise has been used?	Yes	
	Is there evidence of consultation with stakeholders and users?	Yes	
	Have the requirements of the following been taken into account where applicable: Mental Health Act Mental Capacity Act Care Programme Approach (CPA) Guidance	Yes	
4.	Content		
	Is the objective of the document clear?	Yes	
	Is the target population clear and unambiguous?	Yes	
	Are the intended outcomes described?	Yes	
	Are the statements clear and unambiguous?	Yes	
5.	Evidence Base		
	Is the type of evidence to support the document identified explicitly?	Yes	
	Are key references cited?	Yes	
	Are the references cited in full?	Yes	
	Are supporting documents referenced?	Yes	
6.	Approval		
	Does the document identify which committee/group will approve it?	Yes	
	If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document?	Yes	
7.	Dissemination and Implementation		
	Is there an outline/plan to identify how this will be done?	Yes	

	Title of document being reviewed:	Yes/No/Unsure	Comments
	Does the plan include the necessary training/support to ensure compliance?	Yes	
	Is the Training Needs Analysis completed	Yes	
8.	Document Control		
	Does the document identify where it will be held?	Yes	
	Have archiving arrangements for superseded documents been addressed?	Yes	
9.	Process to Monitor Compliance and Effectiveness		
	Are there measurable standards or KPIs to support the monitoring of compliance with and effectiveness of the document?	Yes	
	Is there a plan to review or audit compliance with the document?	Yes	
	Does the above plan include the minimum NHSLA monitoring requirements (if applicable)	N/A	
10.	Review Date		
	Is the review date identified?	Yes	
	Is the frequency of review identified? If so is it acceptable?	Yes	
11.	Overall Responsibility for the Document		
	Is it clear who will be responsible for co-ordinating the dissemination, implementation and review of the document?	Yes	

Individual Approval			
If you are happy to approve this document, please sign and date it and forward to the chair of the committee/group where it will receive final approval.			
Name		Date	
Signature			
Committee Approval			
If the committee is happy to approve this document, please sign and date it and forward copies to the person with responsibility for disseminating and implementing the document and the person who is responsible for maintaining the organisation's database of approved documents.			
Name		Date	
Signature			

14 APPENDIX B: EQUALITY IMPACT ASSESSMENT

Area	Response
Policy	Policy for the Recovery of Overpayments and the Payment of Underpayments
Manager	Jane Bridger
Directorate	Finance
Date	
Review date	
Purpose of Policy	See page 6 of policy
Associated frameworks e.g. national targets NSF's	None
Who does it affect	All staff
Consultation process carried out	Yes
QA Approved by	

Equality protected characteristic	Impact Positive	Impact Negative	Rationale for response
Age			
Disability			
Gender Reassignment			
Race			
Religion or Belief			
Pregnancy & Maternity			
Sex			
Sexual Orientation			

Equality Analysis SIGN - OFF	
Have any adverse impacts been identified on any equality groups which are both highly significant and illegal?	
Are you satisfied that the conclusions of the EqIA Screening are accurate? The Trust will publish a summary of the impact analysis carried out to meet the duty and make this available to the public on the Trust Internet site.	
Completed by Manager	
Q A approved	
Director approved	

15 APPENDIX C: TRAINING NEEDS ANALYSIS

15.1 Training Profile & Training Plan

This document is not intended to be part of the final approved version of the policy or procedure, but in order for the document to be ratified a copy must be included for approval purposes. After approval it will be removed from the published version and forwarded to the Training and Development Manager for inclusion in the Trust Training Needs Analysis Policy.

	Total No of Trust Staff	Policy for the Recovery of Overpayments and Payment of Underpayments	
		Essential	Achievable
Refresher Period			
Staff Group			
Medical & Dental - Consultants	47	47	47
Medical & Dental - Other	64	64	64
Nursing, Midwifery & Health Visiting (NM&HV)	1046	1046	1046
NM&HV support staff	398	398	398

	Total No of Trust Staff	Policy for the Recovery of Overpayments and Payment of Underpayments	
Allied Health Professionals (AHP)	378	378	378
AHP support staff	18	18	18
Senior managers	63	63	63
Managers	62	62	62
Administrative Staff	508	508	508
Estates	37	37	37
Facilities	257	257	
Total	2878	2878	2878

Notes:

Medical & Dental - Consultants	
Medical & Dental - Other	
Nursing, Midwifery & Health Visiting (NM&HV)	Qualified HCHS nursing, midwifery and health visiting staff
NM&HV support staff	HCA's and support workers including Nursing assistants / auxiliaries who support Nursing/Health Visiting etc. staff
Allied Health Professionals (AHP)	e.g. Occupational therapists, Physiotherapists, Clinical Psychologists, etc.
AHP support staff	Scientific, Therapeutic and Technical support staff including student trainees and helper assistants, assistant practitioners, HCA's and support workers who support AHP's
Senior managers	Band 8a and above
Managers	
Administrative Staff	
Estates	NHS works & estates staff
Facilities	NHS ancillary staff. Hotel staff etc.
Pre-registration Learner	e.g. Pre-registration Diploma Nurse Training, Post 1st level Registration Learner - Health Visiting, etc.

15.2 Training Action Plan

Responsible Director:

Plan Updated:

Responsible Officer to Monitor Training:

Name of Training	Delivery Frequency (per month/year)	Length of sessions	Numbers to be trained per session	Job titles of Trainer's identified to deliver	Current training & delivery method	Refresher frequency (e.g. 1, 2 or 3 years)	Agreed Timescale	Training attendance records held by:	Action rqd	Residual Risks and Action (Identify any Gaps in provision / resource)	Date of Review/ Completion	Risk to Trust

Costs

Essential: the cost of delivering training to the number of staff who actually need be trained as part of their role irrespective of currently available resources.

Cost Of Training days x 7.5 hours @ £18 ph (cost of staff time diverted from paid duties to be trained)	Sub Total	N/A
Cost of Backfill days x 7.5 hours @£10 ph	Sub Total	N/A
Cost of Admin	Sub total	N/A
Additional Costs: materials etc	Sub Total	N/A
	Total	N/A

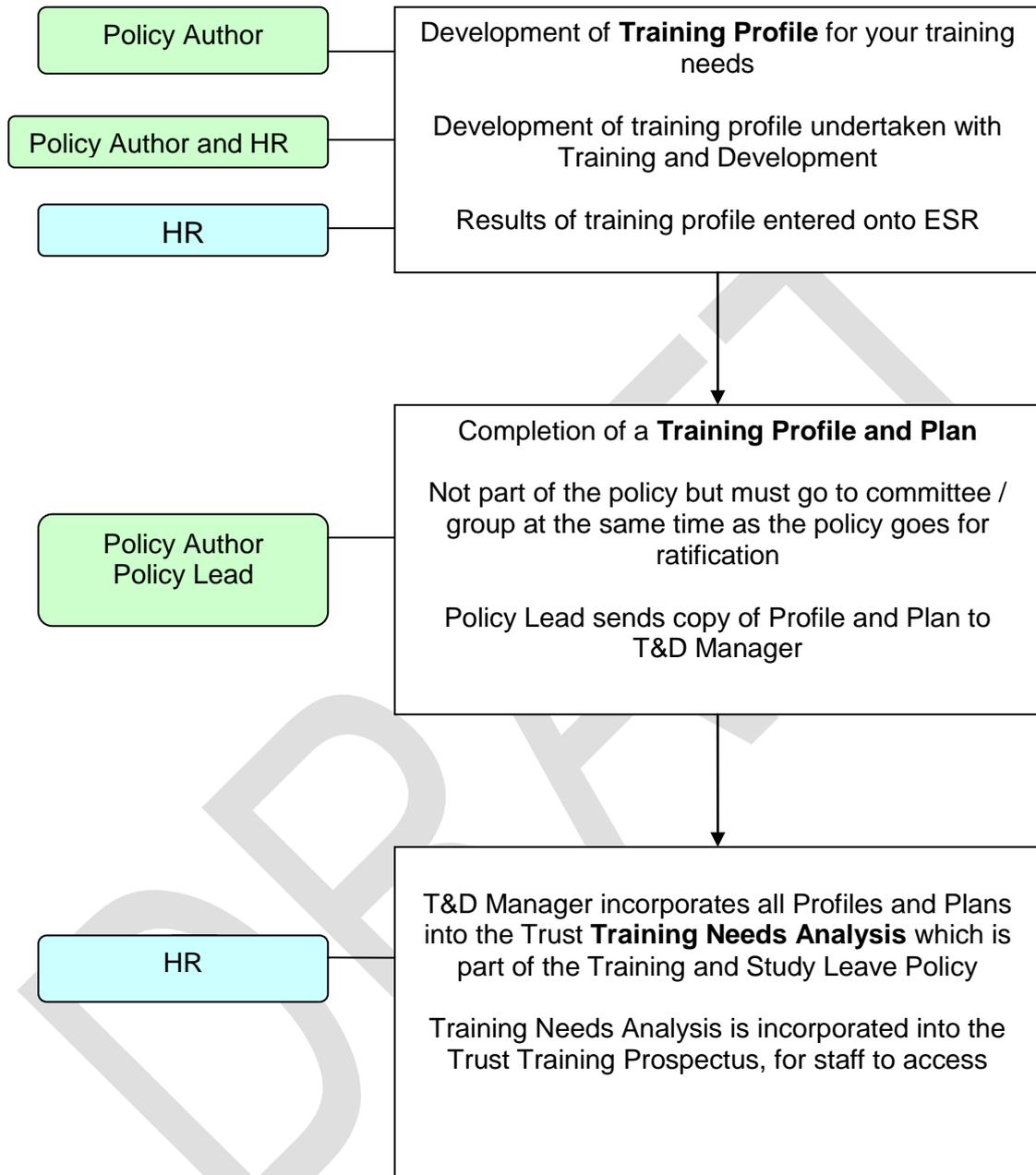
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Achievable: the cost of delivering training to the number of staff who can be trained inline with the currently available resources

Cost Of Training days x 7.5 hours @ £18 ph (cost of staff time diverted from paid duties to be trained)	Sub Total	N/A
Cost of Backfill days x 7.5 hours @£10 ph	Sub Total	N/A
Cost of Admin	Sub total	N/A
Additional Costs: materials etc	Sub Total	N/A
	Total	N/A

DRAFT

15.3 Updated 3 Step Process



16 APPENDIX 1: LETTER TO MANAGER (CONTACT MADE)

PRIVATE & CONFIDENTIAL

Name
Address

Dear

Re: Overpayment of Salary - Assignment No:

As per our recent telephone conversation I am writing to confirm the details of your overpayment which has arisen due to **reason**. The total **net / gross** amount owed is **£.....** ; please see the full breakdown attached to this letter of how this has been calculated.

Option 1

As agreed I would be grateful if you could forward a cheque for the amount owed to be received by Payroll Department at the above address no later than **(6 weeks from date of letter)**. The cheque should be made payable to Bradford District Care Trust and returned to the address above or contact the finance department on 01274 228306 if you wish to pay by card.

Option 2

As agreed the overpaid amount will be deducted from your gross salary over a period of months at **£amount** per month. The first deduction will be taken from your (month).....pay, please sign the enclosed "Recovery of Overpayment" form and return to the Payroll Department at the above address. Please note if your employment with the Trust comes to an end before the full amount has been repaid the remaining balance will become payable immediately and will deducted from any final monies due.

Please accept my apologies again for any inconvenience caused and do not hesitate to contact me on direct dial telephone number 01274 251000 if you have any queries.

Yours sincerely

Name
Payroll Officer
Bradford NHS Payroll Services

Enc.

Copy to: Paula Hanson Deputy Head of Employee Services New Mill
 Jill Brough Finance New Mill
 Martin Molyneux Finance New Mill
 Pension Department New Mill
MANAGER COPY

Breakdown of Overpayment

Salary Due for		Salary Received for	
Basic Pay		Basic Pay	
Enhancements		Enhancements	
Gross Pay		Gross Pay	
Less Pension		Less Pension	
Less Tax		Less Tax	
Less NI		Less NI	
Total Deductions	£	Total Deductions	£

DRAFT

17 APPENDIX 2: LETTER TO EMPLOYEE (NO CONTACT MADE)

PRIVATE & CONFIDENTIAL

Name
Address

Dear

Re: Overpayment of Salary - Assignment No:

Please accept my apologies for not being unable to discuss this matter before writing to you, however I have tried to make telephone contact with you and this has not been possible. Unfortunately you have incurred an overpayment of salary which has arisen due to **reason**. The total **gross/net** amount owed is **£amount**, please see the full breakdown attached to this letter for how this has been calculated.

Option 1

Could you please contact the Payroll Department directly on 01274 251000 no later than **date** to arrange repayment of these monies by either cheque or salary deduction. Should you wish to return a cheque immediately please make the cheque payable to Bradford District Care Trust and return to the above address or contact the finance department on 01274 228306 if you wish to pay by card.

Option 2

I propose to deduct the gross amount from your salary over a period of **(x)** months at **£amount** per month, to commence on the next available pay date. If you are in agreement with this please sign the enclosed "Recovery of Overpayment" form and return to the above address by **(6 weeks from date of letter)**. However, if you do not find this acceptable please contact the Payroll Department on 01274 251000 no later than **(6 weeks from date of letter)**.

Please note if your employment with the Trust comes to an end before the full amount has been repaid the remaining balance will become payable immediately and will be deducted from any final monies due.

If we do not hear from you by **(6 weeks from date of letter)** an invoice will be raised for the full amount by the Trust's Finance Department. This invoice will then be followed up in accordance with the Trust's Debt Recovery Policy which may involve the use of an external debt recovery company if appropriate.

Please accept my apologies again for any inconvenience caused and I hope to hear from you soon.

Yours sincerely

Name
Payroll Officer
Bradford NHS Payroll Services

Copy to: Paula Hanson Deputy Head of Employee Services New Mill
Jill Brough Finance New Mill
Martin Molyneux Finance New Mill
Pension Department New Mill
MANAGERS COPY

Breakdown of Overpayment

Salary Due for		Salary Received for	
Basic Pay		Basic Pay	
Enhancements		Enhancements	
Gross Pay		Gross Pay	
Less Pension		Less Pension	
Less Tax		Less Tax	
Less NI		Less NI	
Total Deductions	£	Total Deductions	£

18 APPENDIX 3: LETTER TO EMPLOYEE (LINE MANAGER)

PRIVATE & CONFIDENTIAL

Name

Address

Dear

Re: Overpayment of Salary - Assignment No:

As recently discussed with your line manager **name**, I am writing to confirm the details of your overpayment which has arisen due to **reason**. The total **net/gross** amount owed is **£amount**; please see the full breakdown attached to this letter for how this has been calculated.

Option 1

Could you please contact the Payroll Department directly on 01274 251000 no later than **date** to arrange repayment of these monies by either cheque or salary deduction. Should you wish to return a cheque immediately please make the cheque payable to Bradford District Care Trust and return to the above address or contact the finance department on 01274 228306 if you wish to pay by card.

Option 2

I propose to deduct the gross amount from your salary over a period of **(x)** months at **£amount** per month, to commence on the next available pay date. If you are in agreement with this please sign the enclosed "Recovery of Overpayment" form and return to the above address by **(6 weeks from date of letter)**. However, if you do not find this acceptable please contact the Payroll Department on 01274 251000 no later than **(6 weeks from date of letter)**.

Please note if your employment with the Trust comes to an end before the full amount has been repaid the remaining balance will become payable immediately and will be deducted from any final monies due.

If we do not hear from you by **(6 weeks from date of letter)** an invoice will be raised for the full amount by the Trust's Finance Department. This invoice will then be followed up in accordance with the Trust's Debt Recovery Policy which may involve the use of an external debt recovery company if appropriate.

Please accept my apologies again for any inconvenience caused and I hope to hear from you soon.

Yours sincerely

Name
Payroll Officer
Bradford NHS Payroll Services

Copy to: Paula Hanson Deputy Head of Employee Services New Mill
Jill Brough Finance New Mill
Martin Molyneux Finance New Mill
Pension Department New Mill
MANAGER COPY

Breakdown of Overpayment

Salary Due for		Salary Received for	
Basic Pay		Basic Pay	
Enhancements		Enhancements	
Gross Pay		Gross Pay	
Less Pension		Less Pension	
Less Tax		Less Tax	
Less NI		Less NI	
Total Deductions		Total Deductions	
Net Pay Due	£	Net Pay Due	£

19 APPENDIX 4: LETTER TO LEAVER

PRIVATE & CONFIDENTIAL

Name
Address

Dear

Re: Overpayment of Salary - Assignment No:

Please accept my apologies for being unable to discuss this matter before writing to you, however I have tried to make telephone contact with you and this has not been possible. Unfortunately you have incurred an overpayment of salary which has arisen due to you leaving the trust on **date**. The total net amount owed is **£amount**; please see the full breakdown attached to this letter for how this has been calculated. An invoice will follow in due course.

In order to rectify this overpayment please forward a cheque for the amount owed to the Finance Department, Bradford District Care Trust, New Mill, Victoria Road, Saltaire, Shipley, West Yorkshire, BD18 3LD. Cheques should be made payable to Bradford District Care Trust. Should you wish to pay by card please call 01274 228306.

For any queries relating to the calculation of the overpayment, please contact the Payroll Department on the following number 01274 251000 or by email at payroll.service@bdct.nhs.uk.

Please accept my apologies again for any inconvenience caused.

Yours sincerely

Name
Payroll Officer
Bradford NHS Payroll Services

Copy to: Paula Hanson Deputy Head of Employee Services New Mill
Jill Brough Finance New Mill
Martin Molyneux Finance New Mill
Pension Department New Mill
MANAGER

Breakdown of Overpayment

Salary Due for		Salary Received for	
Basic Pay		Basic Pay	
Enhancements		Enhancements	
Gross Pay		Gross Pay	
Less Pension		Less Pension	
Less Tax		Less Tax	
Less NI		Less NI	
Total Deductions		Total Deductions	
Net Pay Due	£	Net Pay Due	£

DRAFT

20 APPENDIX 5: SALARY DEDUCTION AUTHORISATION

BRADFORD DISTRICT CARE TRUST

AUTHORITY TO RECOVER OVERPAID SALARY

Assignment No.....

I employed at

agree to repay to Bradford District Care Trust, £..... gross, (£..... net)
in respect of an overpaid salary.

I agree to repay as follows:

- * A In one payment
- * B By deductions from my salary by equal instalments for a period of
 months.
- * Delete either A or B

Any amount outstanding on termination of my employment will be deducted in full from my final payment.

Signed Date

Print Name.....

This form should be returned to Mrs L Cousins, Service Manager Payroll Control,
Payroll Department, Level 4, New Mill, Saltaire, Shipley BD18 3LD

For Payroll Office use only

Entered in Section Overpayment Register by.....
Date.....

Noted in Payroll Manager File by.....
Date.....

(29) - 4695.....

Input by..... Mth No.....
Date.....
Checked by..... Date.....

21 APPENDIX 6: LOCAL PAYMENT PROTOCOL

Purpose

The purpose of this document is to clarify the internal and external processes and authorisations regarding interim payments made to employees outside of the normal monthly payroll processing run.

Background

Bradford NHS Payroll Services (BPS) is required to make interim payments outside of the normal monthly BACS run when payments made to employees are incorrect. Currently, these payments are made at the discretion of BPS who also decides within agreed parameters whether or not there is reasonable justification for these payments to be made as a one or three day payment.

It should not be the responsibility of BPS to decide when an employee should be paid outside of the normal processing run.

Procedure

1. An interim payment will only be made if the gross value of the shortfall is more than 15% of the employee's gross pay.
2. If an employee requests a payment which is less than 15% of their gross pay the employee will be referred to their Head of Service. They can override the policy if appropriate and authorise a payment, this must be received in writing using the agreed pro-forma at payroll.service@bdct.nhs.uk
3. BPS will ensure that any retrospective payment of less than 15% gross is paid in the employee's next available salary.
4. In exceptional circumstances and as a last resort to resolve one off situations a supplementary payroll can be run. This decision will be made by the BPS management team.
5. Any timesheet or expense claim received after the published deadline will be held until the next payment period.
6. BPS will calculate the gross payment due to the employee.
7. Two-thirds of this gross payment will be paid into the employee's bank account this is to make reasonable allowance for deductions in respect of tax, National Insurance and pension.

**22 APPENDIX 7: EXCEPTIONAL PAYMENT PRO-FORMA
BRADFORD PAYROLL CONSORTIUM
REQUEST FOR AN EXCEPTIONAL PAYMENT**

Name:	Assignment No:
Ward/Unit/Department:	Line Manager:
Division:	Cost Centre:
Reason for exception:	
Authorising Manager Designation:	Print Name:
Date:	Signature:

Please return completed form by email to payroll.service@bdct.nhs.uk or alternatively fax to 01274 363560.

For Office Use Only
Date Payment Made:
Payroll Officer Initials:
Footprints updated: Y/N