

Policy and Procedure for the Recovery of Overpayments and Payment of Underpayments

**Document control**

|  |  |
| --- | --- |
| **Policy reference** | FP16 2022 |
| **Category** | Finance |
| **Strategic objective** | To provide outstanding care for patientsTo deliver our financial plan and key performance targetsTo collaborate effectively with local and regional partners |

|  |  |
| --- | --- |
| **Author:** | Jonny Scholtz, Assistant Director of FinancePaula Hanson, Head of Payroll and Pensions |
| **Version:** | 3.0 |
| **Status** | Final |
| **Supersedes:** | Version 2.0 |
| **Executive Lead:** | Matthew Horner, Director of Finance |
| **Approval Committee:** | Executive Management Team |
| **Ratified by:**  | Executive Management Team |
| **Date ratified:** | November 2022 |
| **Date issued:** | December 2022 |
| **Review date:** | November 2025 |

|  |  |
| --- | --- |
| **Target audience** | All staff |
| **Summary** | This policy sets out how the Trust will resolve any over or underpayment of staff salaries. |
| **Changes since last revision** | Minor amendments throughout. |
| **Monitoring arrangements** | The effectiveness of this policy will be reviewed by the Payroll Services Group. |
| **Training requirements** | None |
| **Equality Impact Assessment level** | This Policy was assessed in December 2022 todetermine whether there is a possible impact on any of the nine protected characteristics as defined in the Equality Act 2010. |

**Contents**

[1 INTRODUCTION 5](#_Toc123651775)

[2 POLICY SCOPE 5](#_Toc123651776)

[3 DEFINITIONS 6](#_Toc123651777)

[3.1 Employee 6](#_Toc123651778)

[3.2 The Trust 6](#_Toc123651779)

[3.3 Bradford Payroll Services (BPS) 7](#_Toc123651780)

[3.4 Local Counter Fraud Specialist (LCFS) 7](#_Toc123651781)

[3.5 Electronic Staff Record (ESR) 7](#_Toc123651782)

[3.6 Gross Pay 7](#_Toc123651783)

[3.7 Net Pay 7](#_Toc123651784)

[4 RESPONSIBILITIES 7](#_Toc123651785)

[4.1 Trust Board 7](#_Toc123651786)

[4.2 Directors, Heads of Service, and Line Managers 7](#_Toc123651787)

[4.3 Budget Holders 7](#_Toc123651788)

[4.4 Employees 8](#_Toc123651789)

[4.5 Payroll 8](#_Toc123651790)

[4.6 Finance Department 8](#_Toc123651791)

[4.7 Director of Finance 8](#_Toc123651792)

[4.8 Local Counter Fraud Specialist (LCFS) 8](#_Toc123651793)

[5 PROCEDURE 9](#_Toc123651794)

[5.1 Overpayments 9](#_Toc123651795)

[5.1.1 Recovery Process (Current Employees) 9](#_Toc123651796)

[5.1.2 Recovery Process (Leavers) 9](#_Toc123651797)

[5.1.3 Authority to Suspend the Recovery of Overpayments 10](#_Toc123651798)

[5.2 Underpayments 10](#_Toc123651799)

[5.2.1 Interim payment 10](#_Toc123651800)

[5.2.2 Late receipt of timesheets or expense claims 10](#_Toc123651801)

[5.3 Fraud 11](#_Toc123651802)

[6 AUDIT AND MONITORING 11](#_Toc123651803)

[7 EQUALITY IMPACT ASSESSMENT 11](#_Toc123651804)

[8 REVIEW OF THE POLICY AND PROCEDURE DOCUMENT 12](#_Toc123651805)

[9 MONITORING COMPLIANCE AND EFFECTIVENESS OF THE POLICY AND PROCEDURE DOCUMENT 12](#_Toc123651806)

[10 REFERENCES 12](#_Toc123651807)

[11 APPENDIX 1: LETTER TO EMPLOYEE (CONTACT MADE) 13](#_Toc123651808)

[12 APPENDIX 2: LETTER TO EMPLOYEE (NO CONTACT MADE) 15](#_Toc123651809)

[13 APPENDIX 3: LETTER TO EMPLOYEE (LINE MANAGER) PRIVATE & CONFIDENTIAL 17](#_Toc123651810)

[14 APPENDIX 4: LETTER TO LEAVER PRIVATE & CONFIDENTIAL 19](#_Toc123651811)

[15 APPENDIX 5: SALARY DEDUCTION AUTHORISATION (FORM SDA1) 21](#_Toc123651812)

[16 APPENDIX 6: LOCAL PAYMENT PROTOCOL Purpose 22](#_Toc123651813)

[17 APPENDIX 7: INTERIM PAYMENT PRO-FORMA BRADFORD NHS PAYROLL SERVICES 23](#_Toc123651814)

## INTRODUCTION

Bradford Teaching Hospitals NHS Foundation 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.

**The 6 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.
6. The Trust’s initial position in respect of overpayments is for there to be full recovery of the overpayment.

## POLICY SCOPE

The purpose of this document is to set out the Trust’s 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. This policy covers employees, former employees and workers paid by Bradford NHS Payroll Services (BPS) on behalf of Bradford Teaching Hospitals NHS Foundation Trust.

#### 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).

#### 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 them unless-*
	1. *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*
	2. *the worker has previously signified in writing their 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 their employer where the purpose of the deduction is the reimbursement of the employer in respect of-*

* + 1. *An overpayment of wages, or*
		2. *An overpayment in respect of expenses incurred by the worker in carrying out their employment.*

The Trust therefore has the right to recover any salary overpayment from an employee irrespective of how it occurred. 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.

*However, the Trust’s initial position is for full repayment in the month immediately following identification of the overpayment.*

#### 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 requests for interim payment will only be authorised and processed where the underpaid amount represents more than 15% of the employee’s normal gross salary for the month in which it was due.

## DEFINITIONS

### Employee

A person who works for the Trust under a contract of employment.

### The Trust

Bradford Teaching Hospitals NHS Foundation Trust.

### Bradford Payroll Services (BPS)

Bradford Payroll Services are an outsourced NHS payroll provider organisation dealing with all worker and employee salaries on behalf of Bradford Teaching Hospitals NHS Foundation Trust.

### Local Counter Fraud Specialist (LCFS)

The Trust’s nominated officer in respect of dealing with the issue of fraud and responsible for advising on best practice arrangements for countering fraud and corruption within the Trust.

### 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.

### Gross Pay

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

### Net Pay

Net pay is employee’s salary after deductions for tax, National Insurance, and pension, etc.

## RESPONSIBILITIES

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

### Trust Board

The Trust Board’s responsibility is to ensure this policy is fully implemented in a fair and consistent manner.

### Directors, Heads of Service, and Line Managers

It is the responsibility of Line Managers to ensure that all documentation which may impact upon pay is completed and submitted within agreed and published timescales. They will take action within their own areas of responsibility to ensure compliance with this policy and procedure.

### Budget Holders

All budget holders and 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 Human Resources, Payroll and / or their Finance Manager as appropriate.

### Employees

All employees and workers 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.

### Payroll

Payroll is responsible for ensuring that once an overpayment is highlighted it is communicated to the Trust employee, the employee’s manager, Human Resources and Finance in a timely manner.

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

### Finance Department

Finance has overall responsibility for ensuring that robust procedures are in place to ensure that every effort is made to collect the debt outstanding from the employee or former employee where payroll negotiations have not been successful. In the event that the finance department is unable to collect the debt, the credit control manager will make a decision regarding passing the debt to an outsourced debt collection organisation. This will result in further action being pursued including legal recovery and enforcement of the debt if necessary.

### Director of Finance

Under the terms of the Trust’s Standing Financial Instructions, the Director of Finance is required to authorise the write off of any losses including those from the overpayment of salaries up to an amount of £10,000. Losses greater than £10,000 require authorisation for write off by the Trust Board. All losses will also be reported to the Audit Committee as part of the Trust’s reporting of Losses and Special Payments.

The Director of Finance 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.

### Local Counter Fraud Specialist (LCFS)

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

## PROCEDURE

### 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.

Managers should also notify Payroll when they identify an error in an employee’s pay which will result in an overpayment occurring.

### Recovery Process (Current Employees)

When an overpayment has been identified, Payroll will initially attempt to contact the employee by telephone. Thereafter 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 the Deputy Head of Payroll and Pensions, Credit Control Manager, Line Manager, and Human Resources.

Where the overpayment has been made over a number of pay periods before it is discovered, it may be agreeable to repay over the same number of periods over which the overpayment occurred.

The Trust will make reasonable efforts to agree a fair and affordable repayment schedule with the employee. If an agreement cannot be reached within 28 calendar days from the date of the letter the matter will be referred to Finance for instigation of the debt recovery procedure.

The Trust’s stance will be to recover overpayments as quickly as possible. An employee needs to be aware that they are legally bound to repay any money owed. An employee must be realistic about the length of the repayment payment, however the Trust will make reasonable adjustments to the repayment profile in cases of financial hardship, such as the cost of living crisis.

### Recovery Process (Leavers)

When an overpayment has been identified, Payroll will write to the individual concerned requesting immediate repayment 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 the Deputy Head of Payroll and Pensions, Credit Control Manager,

the former employee’s last Line Manager, and Human Resources.

An invoice for the full amount of the overpayment will be raised by Credit Control and sent to the former employee’s last known home address held on ESR. Payment of the invoice will be requested within 14 calendar days. If no response is received and / or if an acceptable repayment agreement has not been reached within 14 calendar days the Trust’s normal debt recovery procedure will be instigated.

Former employees to whom an invoice is sent may contact the Trust’s Credit Control Manager as stated on the invoice, for them to consider an application for repayment by instalments. Approval of the instalment terms will be required from the Trust’s Credit Control Manager or Assistant Director of Finance (Financial Accounting) or Deputy Director of Finance.

The Trust’s stance will be to recover overpayments as quickly as possible. A former employee needs to be aware that they are legally bound to repay any money owed. A former employee must be realistic about the length of the repayment payment, however the Trust will make reasonable adjustments to the repayment profile in cases of financial hardship, such as the cost of living crisis.

### Authority to Suspend the Recovery of Overpayments

In exceptional circumstances it may be appropriate to suspend or delay the start of the recovery of an overpayment. Any such decision must be authorised in writing to Bradford Payroll Consortium by the Director or Deputy Director or Assistant Director of Finance or the Director or Deputy Director or Assistant Director of Human Resources.

### 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.

### Interim payment

An interim payment will only ordinarily be made if the gross value of the shortfall is more

than 15% of the employee’s gross pay for the month in which it was due. Underpayments of less than 15% gross will be paid in the next available salary.

In exceptional circumstances, an employee may request a payment which is less than 15% of their gross pay for the month in which it was due, the employee will be referred to their General Manager (GM) / Head of Department (HoD). The GM / HoD can make an exception within the parameters of the policy if appropriate and authorise an interim payment. This must be requested on the *Interim Payment Pro-forma* (Appendix 7) and sent to Payroll.

A payment of approximately two-thirds of the value of the gross underpayment 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 contributions.

### 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 other than for cases of exceptional circumstance.

### 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 (LCFS).

The LCFS will decide whether to carry out an investigation as to how the overpayment occurred. An investigation may culminate in disciplinary action and / or criminal proceedings being taken against the employee should it be found that fraud or attempted fraud has occurred.

The case is also likely to be referred to the LCFS in the event of an employee’s failure to disclose an overpayment not caused by the employee.

Full recovery will be sought immediately in the event of fraud.

## 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 Payroll to the Trust’s Finance Department and Human Resources.

## EQUALITY IMPACT ASSESSMENT

This Policy was assessed in December 2022 to determine whether there is a possible impact on any of the nine protected characteristics as defined in the Equality Act 2010.

It has potential impact on the following:

**Disabilit**y – It is recognised that some staff may require support, have specific needs or be unable to understand or read the text of this policy. In such instance it will be explained on a one-to-one basis by the Department responsible for this policy or the manager of the member of staff. Any support will be provided in confidence.

**Maternity/ Pregnancy** - There may be more instances of under/overpayment due to the change in pay as a result of maternity leave (there is a higher propensity for human error) and this will be monitored as part of an equality impact assessment action plan.

The policy has also been assessed to determine whether it impacts on human rights against the FREDA principles (Fairness, Respect, Equality, Dignity, Autonomy). There may be a perception that the policy of reclaiming overpayment is unfair if the error does not lie with the employee. However, overpayment has occurred and the Trust has a legal responsibility to safeguard public money and staff have a legal and personal responsibility to pay back any overpayment they have received regardless of cause. This assessment will be reviewed when the policy is next updated or sooner if evidence of further impact emerges

The policy has been found not to impact on:

* Race
* Age
* Gender - This policy applies equally to women and men
* Marriage and civil partnership
* Sexual Orientation
* Religion and belief
* Gender reassignment
* Other relevant groups

An initial Equality Impact Assessment has identified there are no equality implications currently identified that are not already mitigated and this is not a policy that will work to advance EDI. A full equality impact assessment was not required. However, an action plan has been put in place to monitor over/under payments by protected characteristics and this should provide insight into whether disproportionate impact exists for any of the 9 protected characteristics,

This assessment will be reviewed when the policy is next updated or sooner if evidence of further impact emerges.

## REVIEW OF THE POLICY AND PROCEDURE DOCUMENT

This policy and procedure will be reviewed within 3 years following its ratification unless new national policy or statutory guidance is issued in the interim that significantly affects it. In this case the policy and procedure will be reviewed earlier.

It is the duty of Trust staff to ensure that the policy and procedure authors are made aware of any such changes so that the matter can be dealt with through the policy and procedure review process.

## MONITORING COMPLIANCE AND EFFECTIVENESS OF THE POLICY AND PROCEDURE DOCUMENT

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Evidence Identified to Indicate Compliance with policy / procedure** | **Monitoring method, ie how data gathered** | **Monitoring Frequency** | **Lead Person Responsible for Monitoring** |
| Duties | Bradford Teaching Hospitals Payroll Group | Overpayment and Local Payment Reports | Monthly | Department Director |
| Procedures | Letters to employees | Monthly Overpayment Report | Monthly | Deputy Head of Payroll and Pensions |

## REFERENCES

* Employment Rights Act 1996

## APPENDIX 1: LETTER TO EMPLOYEE (CONTACT MADE)

**PRIVATE & CONFIDENTIAL**

Full 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** 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 would contact the Finance Department on 01274 274854 to pay debit or credit card (we do not accept American express). Alternatively please forward a cheque for the amount owed. Please make the cheque payable to Bradford Teaching Hospitals NHS Foundation Trust and return to the above address above no later than **(28 working days from date of letter – insert date).**

**Option 2**

As agreed the overpaid amount will be deducted from your net salary over a period of (x) month at £**amount** per month, to commence on the next available pay date (give one month grace). If you are in agreement with this please sign the enclosed “Recovery of Overpayment” form and return to the above address by (2 calendar days from date of letter – insert date). However, if you do not find this acceptable please contact the Payroll Department on 01274 251000 no later **than (28 working days from date of letter – insert date)**. 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.

Should we not hear from you by **(28 working days from date of letter – insert date)**. 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 do not hesitate to contact me on direct dial telephone number 01274 251000 if you have any queries.

Yours sincerely

**Name Job Title**

**Bradford NHS Payroll Services Enc.**

Copy to: Paula Hanson, Head of Payroll and Pensions New Mill IIIan Savory, Credit Control Manager, BTHFT

Pension Department, New Mill HR Department

**Manager**

**Include Breakdown of Overpayment (on separate sheet)**

**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** | £ |

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

**PRIVATE & CONFIDENTIAL**

Full 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 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. Should you wish to make immediate repayment please contact the Finance Department on 01274 274854 to pay debit or credit card (we do not accept American express), or please forward a cheque for the amount owed. Please make the cheque payable to Bradford Teaching Hospitals NHS Foundation Trust and return to the above address above no later than **(28 working days from date of letter – insert date).**

**Option 2**

I propose to deduct the net amount from your salary over a period of **(x)** months at

**£amount** per month. This is to commence on the next available pay date. If you are in agreement with this please sign the enclosed “Salary Deduction Authorisation” form and return to the above address by **(28 working days from date of letter – insert date)**. 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 note that 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 to you.

However, if you do not find this acceptable please contact the Payroll Department on 01274 251000 no later than **(28 working days from date of letter – insert date).**

Should we not hear from you by **(28 working days from date of letter – insert date)**. 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 do not hesitate to contact me on direct dial telephone number 01274 251000 if you have any queries.

Yours sincerely

Name

Payroll Officer

Bradford Payroll Consortium

**Copy to:**

Paula Hanson, Head of Payroll and Pensions New Mill Ian Savory, Debt Manager, BTHFT

Pension Department, New Mill HR Department

**MANAGERS COPY**

**Separate 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** |  |

## 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 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. Should you wish to make immediate repayment please contact the Finance Department on 01274 274854 to pay debit or credit card (we do not accept American express), or please forward a cheque for the amount owed**.** Please make the cheque payable to Bradford Teaching Hospitals NHS Foundation Trust and return to the above address above no later than (**28 working days from date of letter – insert date).**

**Option 2**

I propose to deduct the net amount from your salary over a period of **(x)** months at

£**amount** per month. This is to commence on the next available pay date. If you are in agreement with this please sign the enclosed “Salary Deduction Authorisation” form and return to the above address by **(28 working days from date of letter – insert date).**

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. However, if you do not find this acceptable please contact the Payroll Department on 01274 251000 no later than **(28 working days from date of letter – insert date).**

Should we not hear from you by (**28 working days from date of letter** – **insert date**). 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 do not hesitate to contact me on direct dial telephone number 01274 251000 if you have any queries.

Yours sincerely

Name

Payroll Officer

Bradford Payroll Consortium

Copy to: Paula Hanson, Head of Payroll and Pensions New Mill Ian Savory, Debt Manager, BTHFT

Pension Department, New Mill HR Department

**MANAGER COPY**

**Separate 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** |  |

## APPENDIX 4: LETTER TO LEAVER PRIVATE & CONFIDENTIAL

Full Name

Address Dear

**Re: Overpayment of Salary - Assignment No:**

Please accept my apologies for being unable to discuss this matter before writing to you. 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 £ please see the full breakdown at the end of the letter for how this has been calculated. An invoice will follow in due course.

Please contact the Finance Department on 01274 274854 to pay by debit or credit card (we do not accept American Express cards). Alternatively, please forward a cheque for the amount owed to the Finance Department, Bradford Teaching Hospitals NHS Foundation Trust, Daisy Bank, Duckworth Lane, Bradford, BD9 6RJ. Cheques should be made payable to Bradford Teaching Hospitals NHS Foundation Trust.

For any queries relating to the calculation of the overpayment, please contact the Payroll Department on the following number 01274 251000.

Please accept my apologies again for any inconvenience caused. Yours sincerely

Name

Payroll Officer

Bradford Payroll Consortium

Copy to: Paula Hanson, Head of Payroll and Pensions New Mill Ian.savory@bthft.nhs.uk

HR Department 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** | **£** |

## APPENDIX 5: SALARY DEDUCTION AUTHORISATION (FORM SDA1)

**BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST**

**AUTHORITY TO RECOVER OVERPAID SALARY**

Assignment No........................................................

I .................................................. employed at ...........................................................

agree to repay to Bradford Teaching Hospitals NHS Foundation  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................................ Month No...........................

Date........................................

Checked by.......................... Date...............................

### 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 Payroll Consortium (BPC) is required to make interim payments outside of the normal monthly BACS run when payments made to employees are incorrect. The policy has been created to clarify the scope within which BPS should operate as standard and which parties are responsible for decisions outside this scope.

**Procedure**

1. An interim payment will usually only be made if the gross value of the shortfall is more than 15% of the employee’s gross pay for the month in which it was due. If an employee requests a payment which is less than this, the matter will be referred to their Divisional General Manager (DGM) or Head of Department (HoD). The DGM / HoD can make an exception within the parameters of the policy if appropriate and authorise an interim payment. This must be requested on the *Interim Payment Pro- forma* (Appendix 7) and sent to Payroll at: payroll.service@bdct.nhs.uk
2. Payroll will ensure that any retrospective payment of less than 15% gross for the month in which it was due is paid in the employee’s next available salary.
3. Any timesheet or expense claim received after the published deadline will be held until the next payment period. Late submission of timesheets or expense claim forms does not qualify for an interim payment.
4. Payroll will calculate the gross payment due to the employee.
5. Approximately 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 contributions.

## APPENDIX 7: INTERIM PAYMENT PRO-FORMA BRADFORD NHS PAYROLL SERVICES

**REQUEST FOR AN INTERIM PAYMENT (Salary Underpayments Only)**

|  |  |
| --- | --- |
| Employee 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 215410.**

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