



Over and Underpayments Policy



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Amendment Form

Please record brief details of the changes made alongside the next version number. If the procedural document has been reviewed **without change**, this information will still need to be recorded although the version number will remain the same.

Version	Date Issued	Brief Summary of Changes	Author
Version 4	October 2024	<ul style="list-style-type: none"> • Review of content to ensure clarity on process, consistency and fairness for colleagues • Separation of template letters from policy content to enable more regular review of template letter content as required • All references to payroll updated to reflect move to contract with Victoria Pay Services • Checked for factual accuracy with regards to job titles and organisational structures 	Tully Monk
Version 3		Change of title. Policy altered to reflect move to shared service agreement with NHS SBS	John Scott
Version 2	16 Jan 2013	<ul style="list-style-type: none"> • Policy name change from “Policy for Salary Advances, Payment of Hardship Loans and Overpayment Recoveries” to “Overpayment Recoveries, Salary Advances, and Payment of Hardship Loans Policy. • Order amended from 34 v.1 due to policy name change. • All references to Pay Services amended to Employee Services. • Section 1.2 Responsibilities moved to section 3. • “Purpose” sections 2.1; 3.1 and 4.1 moved to section 2. • Salary advances moved to section 6. • Para 3.3 in 34 v.1 - removed – exceptions to hardship loan repayment period. • Hardship Loans moved to section 7. • Section 8 - Monitoring Compliance added. • Section 9 - Definitions added. • Section 10 - Equality Impact Assessment added. • Section 11 – Associated Trust Procedural Documents. • Section 2.3 - paragraph added stating that employee must exhaust other opportunities to fund the hardship before requesting money from the Trust. 	Mark Brookes

		<ul style="list-style-type: none">• Appendix A – Request for an advance form moved to Appendix E and updated.• All other Appendix letters updated.• Added Appendix F request for a hardship loan application form.	
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1 INTRODUCTION

Our staff are key to the continuing and future success of Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust (DBTH). Our aim is to become an employer of choice and our approach to people management is clearly summarised in the phrase Develop. Belong. Thrive. Here.

It is the Trust's responsibility to ensure our people are paid correctly however it is acknowledged that sometimes errors occur and employees are either over or underpaid salary. As the Trust is a publicly funded body, it has a responsibility to exercise care in the administration of public funds, and ensure that all overpayments are recovered in a timely way whilst also undertaking this in a manner that is reasonable and fair to the affected employee.

The Trust is required to ensure that individuals are paid correctly in line with their terms and condition of employment and to correct payments to individuals who have been underpaid at the earliest opportunity. Within this policy, overpayments are when you are paid an amount which is more than your contractual entitlement. Underpayments are when you are paid an amount which is less than your contractual entitlement and/or when you have not been paid at all.

All employees have an individual responsibility to check their pay is correct and should review their payslip every month to ensure that they are receiving their correct contractual entitlements. Should individuals identify any incorrect information on their payslip or any unusual or unexpected variances this should be reported immediately to their line manager. Likewise, the Trust will apply the below process so that individuals are notified as soon as reasonably practicable once an overpayment has been identified.

We want our Trust to be a place where you will receive the correct payment for the work you have completed. If mistakes happen and you aren't paid correctly, it is important you know the steps you need to take to get help and advice.

This policy explains the process in relation to over and underpayment of salary, allowances and benefits for current employees and leavers. Under the terms of this policy the Trust undertakes to correct any underpayment as soon as reasonably practicable. Equally, the Trust will apply below processes to recover in full all payments made in error or as a consequence of fraudulent activity. Recovery will either be through deductions from pay/salary or through alternative agreement as arranged through People & Organisational Development or through the Finance Department.

2 PURPOSE

The purpose of this policy is to provide employees with all the necessary information relating to their statutory and occupational requirements in relation to under/overpayments of salary, allowances or benefits. This policy will also ensure that there is consistency in dealing with such matters throughout the Trust.

Whilst the primary aim of the policy is to set out a fair and consistent process for the management of over and underpayments, the Trust also recognises the importance of implementing robust Pay and HR processes and procedures to prevent or minimise the likelihood of errors occurring.

The application of this procedure and associated procedures is not intended for normal routine payroll adjustments such as:

- low value overpayments resulting from administrative error e.g. overpayment of overtime pay in one month which is recovered in the following month;
- adjustment of pay following return from sickness absence where the notification was after payroll cut off;
- routine changes to pay that have occurred after ESR has closed for the period and which are actioned in the following period requiring a retrospective adjustment to pay.

2.1 SCOPE

This policy applies to all employees, including those on permanent, bank and fixed term contracts, and both Agenda for Change, Medical and dental and Senior Manager's contracts. It also applies to individuals who may carry out work for the Trust under a bank worker agreement. In addition, this policy applies to former employees who have left the Trust.

The Trust is committed to treat all employees and workers with compassion and fairness. In terms of this policy, that means we will create repayment plans that are tailored to individual circumstances.

Although we try to ensure that all our staff are paid correctly at all times, there may be occasions where staff can be underpaid or overpaid. The likely causes of overpayments or underpayments include but are not restricted to:

- Late notification of a leaver
- Late notification of a new starter
- Late or delayed notification of sickness opening or closing, or of unpaid leave
- Late or no notification of returning from parenting leave
- Exceeding annual leave or bank holiday entitlement, particularly on leaving, or an individual allocated insufficient annual leave entitlement
- Incorrect annual leave calculations or incomplete recording of annual leave taken;
- Mistakes in relation to salary scale points/ bands;
- An inputting error or admin error by Payroll or People Systems;
- Late or incorrect completion of an electronic pay affecting change through ESR Manager Self Service or by submission of a contract change form
- Incorrect application or late submission of payment for enhancements, allowances, acting up or overtime
- Incorrect or late application of payment for expenses

Over and underpayments can be identified in a number of ways including:

- A member of P&OD identifies that an error has occurred
- A member of the Payroll Team (Victoria Pay Services) identifies that an error has occurred
- The employee on receipt of salary or via review of their payslip identifies that an error has occurred
- The manager/ budget holder identifies that an error has occurred
- Verification checks or audits identify that an error has occurred

This policy also applies when a deduction to a third party has not been made, or is incorrectly made, for example salary sacrifice payment such as Vivup benefits or lease cars. The policy also applies to situations where an individual may owe additional sums to a third party resulting from the terms of the contract such as fines attached to a lease car, excess mileage or damaged cause to a lease car. These examples are not exhaustive.

It is therefore important to always check your payslip and, where you think there might be an error, you should immediately contact Victoria Pay Services to discuss the specific pay issue. VPS can be contacted via:

- **Payroll Enquiries:** sth.dbthpayrollenquiries@nhs.net
- **Pensions (existing):** sth.pensions@nhs.net
- **Phone number for pay and pension queries:** 0114 3052220 choose option 6

2.2 LEGAL DEFINITIONS & KEY PRINCIPLES

The Legal Position related to over/ under payments is set out in Section 13 and 14 of the Employment Rights Act 1996, which 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 the making of the deduction.

Section 14 states 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's standard contractual terms & conditions sets out the following:

Non-statutory deductions from pay, e.g. accommodation, are at current Trust rates.

As a term of your employment, the Trust has the right to make deductions from pay for any outstanding accounts.

The Trust therefore has the right to recover any salary overpayment from an employee irrespective of how it occurred. However, Victoria Pay Services will notify the employee when an overpayment has been made and formulate a repayment plan, if required, in conjunction with the relevant parties before repayment commences.

In rare circumstances, should recovery be commenced prior to there being opportunity for the individual to discuss a repayment plan, then deductions may be partially repaid; fully repaid; and/ or paused to enable discussions to take place. Approval from P&OD will be required in these circumstances.

Should there be circumstances where an over or underpayment affects multiple people or a group of employees the Trust will liaise with the relevant manager(s) and the Trust's Staff Side to determine a reasonable approach.

Usually, if an individual receives an overpayment limited to within one month, then the money will be recovered in full in the following pay period. If an overpayment has occurred over multiple months, then recovery can be made over the same number of months subject to a maximum of 18 months. Should an 18-month maximum timeframe be unreasonable in the circumstances then further discussions will take place with the individual following the process set out below to determine a reasonable repayment plan.

3 DUTIES AND RESPONSIBILITIES

Duties and responsibilities are listed in the table at Appendices 1.

4 PROCEDURE

4.1 CHECKING YOUR PAYSリップ

All employees have a responsibility to check their own pay slips each month. All colleagues are expected to behave honestly and truthfully and bring any anomalies with their salary, involving both under and over payments, to the attention of their line manager and the Payroll Department immediately so that the appropriate corrective action can be taken.

If your pay is not as expected and you think there has been an error that has led to an overpayment or underpayment, you should first check your payslip to see what payments were made. If you need help to access your payslips you can find the ESR guide via the link below:

[Employee Self Service – The Hive \(dbth.nhs.uk\)](https://dbth.nhs.uk)

If you need help to log on to MyESR please use the guides found via the following link:

[Useful Documents and Guides – The Hive \(dbth.nhs.uk\)](https://dbth.nhs.uk)

If after following the steps in the above guidance you are still unable to access your ESR account please contact the People Systems Team on dbth.workforceinformationsystem@nhs.net or 01302 642580.

4.2 CORRECTING AN UNDERPAYMENT

If after checking your pay slip, you believe there is a mistake, you should first raise this with your line manager to see if there is anything they can do to correct the error. Often an underpayment may be due to a delay in submission of a contractual change or a correction required in the Trust e-rostering or expenses systems. You should also contact Victoria Pay Services to discuss any reason for the shortfall in your salary, and where an underpayment is identified, you should ask for confirmation of when the underpayment is likely to be corrected and paid to you.

Should the matter require further exploration to determine the cause of the underpayment (or if an underpayment has occurred) then the manager should seek support from the relevant team in P&OD, for example The People Systems Team or their People Business Partnering Team.

Where an underpayment is identified and validated, the Trust will seek to resolve the underpayment in the following pay period wherever reasonably practicable.

Underpayments will usually be resolved in the next pay period unless the individual is adversely impacted in which case the manager may request an earlier CHAPS transfer by using the Request for an Interim Salary Payment detailed below.

4.3 IDENTIFYING AND CORRECTING AN OVERPAYMENT

Individuals are expected to co-operate with arrangements to recover overpayments made to them in error and to ensure that they communicate any personal financial circumstances and existing commitments to Victoria Pay Services so that this can be taken into account, as far as reasonably possible, when putting recovery arrangements in place.

You must check your payslip every month and contact Victoria Pay Services if there has been an error in your pay. When contacting Victoria Pay Services you should ask for a discussion regarding a recovery plan where an overpayment has occurred.

You should also notify your line manager as some overpayments may have resulted from late or inaccurate updates to ESR or eRoster and you line manager will need to ensure any corrections can be made to the relevant system.

Once any corrections have been made in the relevant system this will enable payroll to undertake a retrospective change during the next available pay run. Once the relevant month payroll is completed then Victoria Pay Services will be able to calculate the gross and net overpayment. This means, therefore, that overpayment information (or a breakdown) may not be available until 4 to 6 weeks after the change has been actioned in the relevant system depending on when the next available pay run falls.

If it is the Trust or the payroll team who identify that you have been overpaid, either your line manager or the payroll team will contact you regarding the overpayment. Receiving this information can be worrying and you might want to talk to your manager, a member of your People Business Partner Team, or your trade union about how you are feeling. It might also help to get advice about how you can manage your finances to minimise the impact of repaying this. Section 5 provides more information about getting support.

Where the line manager identifies or becomes aware that an overpayment or underpayment has occurred they should notify The People Systems Team on dbth.vpspayrollliaison@nhs.net so that support can be provided to correct relevant systems as required, or for the team to provide guidance to the line manager as to any action they need to take to correct the relevant systems (e.g. through ESR Manager Self Service or via eRoster). Depending on the nature of the issue the People Systems Team may also then liaise directly with Victoria Pay Services to notify payroll of any corrections and action to be taken.

If an overpayment is noticed before pay day, the payroll team may arrange to recall the salary payment to prevent the error. They will contact you to let you know and will make the correct payment as soon as possible.

If an overpayment is made but limited to one pay period, it should be possible for the full amount to be repaid via a salary deduction from the next available pay period. This will be taken out of your pay automatically and payroll will recalculate your deductions for tax, national insurance and pension if this is needed.

If the overpayment is made over a number of pay periods before it is discovered, the recovery plan can be arranged over the same number of months up to a limit of 18 months. Either Victoria Pay Services or the line manager will contact the individual to advise of the overpayment and to give opportunity to discuss a reasonable repayment plan. A longer repayment period may be considered if the normal repayment period would cause undue hardship. In order for VPS to understand individual circumstances and financial commitments VPS may request more detailed information from the individual regarding income and outgoings in order to facilitate conversation regarding reasonable repayment terms. This may be requested as part of a personal finance statement. VPS will request this information in situations where an individual believes it is not manageable to repay an overpayment within the above parameters (i.e. over the same period of time the overpayment was made up to a maximum of 18 months).

It is possible to for repayments to be made either through deductions from net salary or via an online method direct to the Trust. Further information regarding on-line payments can be found here:

[Make a Payment - Doncaster and Bassetlaw Teaching Hospitals \(dbth.nhs.uk\)](https://www.gov.uk/payments/dbth-repayment-of-overpayment-of-salary-no-invoice/dbth-repayment-of-overpayment-of-salary-no-invoice)

DBTH Repayment of Overpayment of Salary (no invoice)

<https://www.gov.uk/payments/dbth-repayment-of-overpayment-of-salary-no-invoice/dbth-repayment-of-overpayment-of-salary-no-invoice>

DBTH Invoice Payment

<https://www.gov.uk/payments/dbth-invoice-payment/dbth-invoice-payment>

Should an individual disagree with the reason for the overpayment, for example, if they believe they were eligible for the relevant payment or allowance, they should discuss the situation with their line manager and jointly review any relevant eRoster information or paper/ electronic evidence as required. The manager should notify The People Systems Team on dbth.vpspayrolliaison@nhs.net so that arrangements can be made to pause any action regarding an overpayment plan or recovery until the matter can be explored more fully. The manager may also need to contact the People Business Partner Team for further information and support depending on the nature of the query, for example if contractual entitlements require review.

If, following discussion with Victoria Pay Services an individual does not agree to the suggested repayment plan, then Victoria Pay Services will notify the Trust so that further support can be put in place to enable a resolution. This may include a formal meeting with your line manager supported by the relevant People Business Partner and/ or member of the Finance Team. You may be accompanied by a Trade Union representative or work colleague.

It is important that prior to holding this meeting the employee is fully aware of the circumstances surrounding the overpayment and the amount they have been overpaid, which should have been communicated to them via payroll. Information provided should include:

- Reason for the overpayment
- The time period over which the overpayment was made
- The gross value of the overpayment
- The net value of the overpayment
- Copies of any communication already undertaken between the individual and payroll in an attempt to agree a repayment plan.

The aim of the meeting is to discuss the overpayment and the employee's individual circumstances with a view of agreeing a repayment plan that is acceptable to all parties, taking into account individual financial circumstances. The agreement will take account of the amount owing and current earnings. Other options may be considered through these discussions such as undertaking additional shifts, utilising accrued lieu time, or allocating a portion of annual leave to off-set the overpayment (within statutory limits).

Any repayment plan must not take the employees salary below national minimum wage. Likewise, the monthly repayment amount should not be more than 30% of the employee's average net monthly pay.

Once a repayment plan has been agreed by all parties at this meeting, it should be confirmed to the employee in writing, signed by the employee and on behalf of the organisation and will then form the basis of a binding agreement. Payroll will also need to be notified so that repayment can begin.

If an agreement cannot be achieved, the Trust reserves the right to deduct what it considers to be a fair and reasonable amount from their monthly pay as appropriate. By law the Trust can recover money from wages without the employee's permission, however, this should always be the last resort and only where all other reasonable options have been exhausted.

In these circumstances, The Deputy Director of P & OD, in consultation with the Deputy Director of Finance, or their nominated deputies, will make a binding decision on recovery of the money. If this is the case, the employee will be written to with details of the repayment plan, including monthly amounts to be deducted and length of repayment plan, prior to any repayments being processed by payroll. To be clear, this is only as a last resort in the eventuality that a mutual agreement on the repayment plan cannot be made with the employee.

If during the length of the repayment plan a situation arises whereby the employee is in receipt of back pay due to cost of living increases or due to promotion, then the entire amount of any back pay due may be offset against the outstanding repayment plan balance. This should only be implemented through discussion and agreement with the individual.

Employees who leave the Trust before the end of the repayment plan will have the remaining monies deducted from their final salary or, if the amount is greater, it will be referred as a debt to Finance who will raise an invoice to the individual and monitor in line with their income recovery processes.

If there are any changes in personal circumstances that mean the employee is unable to continue with the repayment plan or needs to renegotiate the terms of the repayment plan, then it is important they contact dbth.vpspayrollliaison@nhs.net and/ or their People Business Partner Team immediately to raise their concerns. For example, the employee's salary is affected by maternity leave, half pay due to sickness absence or no pay for any other reason.

Likewise, if the individual's base salary increases during the term of the repayment (for example, due to promotion or pay award), then it may be reasonable to revisit the repayment schedule to determine if it is possible to increase monthly repayments in order to shorten the term of the repayment plan. The individual should initially discuss with their manager if they believe they are in a position to repay the amount over a shorter term. Alternatively, the individual may be contacted by the People Systems Team or the same

team/ manager that arranged the original agreement to enable further review and discussion.

Copies of the template letters utilised in relation to the overpayment process are available for reference on the Hive.

4.4 CORRECTING AN UNDER OR OVER PAYMENT FOR A LEAVER, EX-EMPLOYEE OR NON-CONTRACT WORKER

If you believe you have been underpaid, or money is owed to you, and you have already left your employment you should contact your line manager. They will discuss with you and provide information about a solution if this has already been put in place, or can be put in place by them. If they cannot resolve the problem, they will ask you to provide the details in writing, including the reason you believe the error was caused, and the estimated amount of money or hours you believe are owed to you. They will raise the matter with payroll or the People Systems Team for further support as needed. It is standard practice to keep an assignment open for payment for up to 3 months after the date of termination of contract to enable payments for entitlements such as enhancements which are paid in arrears. It is therefore possible to arrange payment following the date of leaving as long as the matter is raised in a timely way.

It is the responsibility of the Line Manager to ensure the termination is processed as soon as they are aware of an employee leaving the Trust. Alternatively, leavers must promptly inform Payroll as soon as they realise they have been overpaid. If an employee leaves DBTH employment before the completion of any repayment plan, where possible the balance will be recovered in full from the employee's final pay or any subsequent payments made to them after leaving the Trust.

However, if there is an overpayment outstanding or an overpayment that cannot be recovered from final payments Payroll will write to the individual informing them of the outstanding overpayment. In these situations, the individual will be advised in writing of the details of the overpayment.

Payroll will also notify the Trust's Finance Department for a Debtor invoice to be raised to the individual. Once the invoice is raised SBS (Shared Business Services) will contact the individual and will provide the invoice with details of the overpayment alongside the method by which the individual can make repayment.

Online payment methods are available which can be accessed via the following links:

[Make a Payment - Doncaster and Bassetlaw Teaching Hospitals \(dbth.nhs.uk\)](https://www.gov.uk/payments/dbth-repayment-of-overpayment-of-salary-no-invoice/dbth-repayment-of-overpayment-of-salary-no-invoice)

DBTH Repayment of Overpayment of Salary (no invoice)

<https://www.gov.uk/payments/dbth-repayment-of-overpayment-of-salary-no-invoice/dbth-repayment-of-overpayment-of-salary-no-invoice>

DBTH Invoice Payment

<https://www.gov.uk/payments/dbth-invoice-payment/dbth-invoice-payment>

Communication regarding the overpayment and associated invoice will generally be sent to the individual within 3 working days of the finance team receiving notification from Payroll. Wherever possible SBS will contact the individual by email and telephone. If no contemporaneous email address is available then SBS will write to the individual by post to their last known home address.

If no response is received within 30 days of the invoice being issued, then SBS will issue a reminder invoice for response within 14 days. If no response is received, then a final demand letter will be issued by SBS which requires a response within 7 days. A decision may be made to refer to an external debt recovery agency if repayment is not received within the appropriate timescales or the individual does not engage with discussions regarding repayment.

On occasions the Trust's Finance Team may also attempt to make contact with individual to help support the recovery process and facilitate discussion regarding repayment options. The finance team will make every effort to consider personal circumstances wherever possible. Referrals to a debt recovery agency are only done as a last resort, and occasionally, if all other efforts to resolve an overpayment have been unsuccessful, it may be agreed that legal action will be taken.

In some instances, contact may be made to your previous line manager to ask for their help to make contact with you. Sometimes contact may be made with your new employer and/or your professional body (where applicable) if you don't respond to contact.

Due to the nature of bank or locum work, and the fact that the work is not guaranteed, if an overpayment occurred it will not normally be possible to set up an overpayment recovery through payroll. Instead, payroll will calculate the overpayment and they will write to you to explain why the error occurred and advise that the details have been passed to the finance team to raise an invoice as per the process above.

4.5 REQUEST FOR AN INTERIM SALARY PAYMENT

When an employee has been underpaid part, or all of their salary through no fault of their own, a request can be made to for an interim CHAPS payment ahead of the next monthly pay date to cover the shortfall. This would normally only be approved in exceptional circumstances and where, not to do so, would cause the employee undue financial distress. The application form can be found in Appendix B.

Please note that the payment must be a minimum of 20% of the normal take home pay subject to a minimum net pay value of £50. Interim CHAPS payment for less than £50 will not be considered. Individuals should also be aware that the processing of a CHAPS payment

can take up to 6 working days to credit the bank account.

All requests for an interim payment for existing employees should be submitted to dbth.vpspayrollliaison@nhs.net for review and will then be submitted to Victoria Pay Services for processing where appropriate.

Any requests for an interim payment for a new starter should be submitted alongside the new starter paperwork to dbth.esr_hr_admin_processing@nhs.net .

4.6 INCORRECT PAYMENTS OF TAX AND NATIONAL INSURANCE

The HMRC notifies all organisations, and employees of incorrect payments of tax and national insurance contributions automatically via the Government Gateway.

When notification is received it is inputted into the Electronic Staff Record (ESR) by automatic data transfer and the adjustment is made from the next pay.

Payroll are not able to advise on your tax or NI deductions and you should contact the HMRC directly to discuss any queries regarding tax or National Insurance or the recovery of tax and National Insurance.

4.7 FRAUD & PROBITY

If there is information that leads to a concern about fraud, including the possibility that you have provided false information, or failed to disclose information (e.g. if an individual is aware of a pay error resulting in an overpayment, and does not report this) the Trust will get advice from Counter Fraud and from the People Business Partner Team to decide how to resolve the concern. This may lead to disciplinary action and in some cases prosecution.

A referral to Counter Fraud will not stop the process to recover an overpayment, unless this is requested by the Local Counter Fraud Team.

If it is found that there is a loss to public funds because of criminal, negligent, or fraudulent act or omission, if you are a member of the NHS Pensions scheme, it might be decided that your NHS Pension should be reduced to cover the loss.

5 TRAINING/SUPPORT

Payroll and pensions enquiries should be directed to the following:

- **Payroll Enquiries:** sth.dbthpayrollenquiries@nhs.net
- **Pensions (existing):** sth.pensions@nhs.net
- **Phone number for pay and pension queries:** 0114 3052220 choose option 6

Training is provided to all Managers (and their proxy administrators) with regards to their responsibilities to process changes through ESR Manager Self Service and via eRoster. Training can be booked by contacting the following email addresses:

For ESR Manager Self Service and Proxy Training please dates on the Hive here:

[Manager Self-Service – The Hive \(dbth.nhs.uk\)](https://dbth.nhs.uk)

To arrange training please contact: dbth.esrpayrollapprovals@nhs.net

Relevant ESR guides and supporting information are available to managers (and their proxy's) on the Hive to support the effective and appropriate processing of pay affecting changes. These can be found here:

[Manager Self-Service – The Hive \(dbth.nhs.uk\)](https://dbth.nhs.uk)

For Line Manager eRoster Training please contact: dbth.eroster.dbh@nhs.net

Further guidance and information on effective use of eRoster for Agenda for Change colleagues can be found here: [HealthRoster – The Hive \(dbth.nhs.uk\)](https://dbth.nhs.uk)

This policy does not have a statutory or essential training requirement. If you need advice on your pay you should talk to your line manager or contact our payroll provider, Victoria Pay Services.

Colleagues may find the below links to further guidance and support helpful:

[Medical and dental pay and contracts | NHS Employers](#)

[NHS terms and conditions of service \(Agenda for Change\) | NHS Employers](#)

There is access to financial advice, guidance and signposting via providers including Vivup, Salary Finance and Transave. This information can be accessed through the Vivup portal:

[Vivup: Sign In](#)

Individuals can also access support, guidance and signposting through a range of charities and organisations including Step Change, Turn2Us, The Trussell Trust, the Citizens Advice Bureau and others. These organisations can be found easily through online search functions.

[Getting financial advice - Citizens Advice](#)

[StepChange Debt Charity. Free Expert Debt Help & Advice](#)

[Tackling Financial Insecurity Together | Turn2us](#)

[Home - The Trussell Trust](#)

6 MONITORING COMPLIANCE WITH THE PROCEDURAL DOCUMENT

What is being Monitored	Who will carry out the Monitoring	How often	How Reviewed/ Where Reported to
Consistent application of this policy.	Deputy Director of P&OD	Quarterly	Review monthly reports from payroll provider
Number of overpayments each month including value, reasons, and status	Victoria Pay Services/ People Systems Team	Quarterly	Reporting to Performance Review Meetings
Timescales for overpayments occurring	Victoria Pay Services/ People Systems Team	Quarterly	Review monthly reports from payroll provider
Appropriateness and application of policy	Internal / external audit Chief People Officer and Director of Finance	Annually	Review in context of annual budget settlement
Financial integrity of policy and processes	Internal Audit Team	Ad hoc	As part of their programme of review

7 DEFINITIONS

For the purposes of this policy, the term “**overpayment**” refers to any overpayment of wages or expenses or any overpayment in respect of a financial benefit (whether contractual or otherwise) to an employee or member of bank staff.

For the purposes of this policy, the term “**underpayment**” refers to any underpayment of wages or expenses or any underpayment in respect of a financial benefit (whether contractual or otherwise) to an employee or member of bank staff.

For the purpose of the policy, the term “**Payroll Provider**” refers to the organisation/company with whom the Trust contracts to provide a payroll service. The Trust’s payroll provider is Victoria Pay Services.

8 EQUALITY IMPACT ASSESSMENT

An Equality Impact Assessment (EIA) has been conducted on this procedural document in line with the principles of the Equality Analysis Policy (CORP/EMP 27) and the Fair Treatment For All Policy (CORP/EMP 4).

The purpose of the EIA is to minimise and if possible remove any disproportionate impact on employees on the grounds of race, sex, disability, age, sexual orientation or religious belief. No detriment was identified. (See Appendix 3)

9 ASSOCIATED TRUST PROCEDURAL DOCUMENTS

CORP/FIN 1 (B) – Standing Financial Instructions

CORP/FIN 1 (D) – Fraud policy and Response Plan

CORP/EMP 2 – Disciplinary Procedure

CORP/EMP 33 – Employee Expenses and Subsistence Policy

10 DATA PROTECTION

Any personal data processing associated with this policy will be carried out under ‘Current data protection legislation’ as in the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2016).

For further information on data processing carried out by the trust, please refer to our Privacy Notices and other information which you can find on the trust website:

<https://www.dbth.nhs.uk/about-us/our-publications/uk-data-protection-legislation-eu-general-data-protection-regulation-gdpr/>

11 REFERENCES

‘Managing Public Money’ (HM Treasury)

[Managing public money – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/managing-public-money)

Employment Rights Act 1996,

[Employment Rights Act 1996 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1996/42)

APPENDIX 1 – DUTIES & RESPONSIBILITIES

Chief Executive	<ul style="list-style-type: none"> • Formal overall responsibility for ensuring that all appointments within the Trust are consistent with policies, procedures and legislation.
Chief People Officer	<ul style="list-style-type: none"> • Responsible for ensuring that there are robust processes and procedures in place to support swift and appropriate corrective action and that these actions are in line with current legislation and best practice.
Division/ Directorate line management	<ul style="list-style-type: none"> • Ensure they and their teams fully understand the contents of this policy. • Notification of changes/amendments to employees' contracts of employment (e.g. changes to hours, allowances, on call payments etc), are submitted via the correct process in a timely manner and in line with monthly payroll deadlines, with appropriate authorisation. If there is a late submission the manager must highlight this to the People Systems Team to prevent further errors wherever possible. • Ensure termination forms/ ESR Manager Self Service terminations are completed in a timely manner prior to the employee leaving the Trust. • Ensuring e-roster is kept up-to-date and accurate with hours worked, especially on a bank or public holiday. • Confirm in writing to the employee any amendments to salary or changes that impact pay or entitlements. • Check their budget every month, particularly for starters, leavers and changes to hours or pay or status, to ensure these changes have been correctly reflected in their salary payments. • Issues related to fraudulent claims are escalated to the Local Counter Fraud Specialist. • Take responsibility for learning any lessons that arise from own practices and procedures that result in an overpayment or underpayment of an employee. • Inform P&OD/ Payroll of any over or underpayment that they become aware of regarding their team member(s). • If the Trust has given you authority to approve rosters/ timesheets or pay affecting changes you are responsible for ensuring that you only authorise information that you believe to be correct.
Payroll provider (currently Victoria Pay Services)	<ul style="list-style-type: none"> • Ensure that information is entered into Electronic Staff Record (ESR) in an accurate and timely manner. • Ensure that any overpayment errors are resolved in a timely manner. • Ensure that any overpayments are identified, and the employee is advised in a timely manner.

	<ul style="list-style-type: none"> • Implement repayment plans for overpayments as set out in this Policy and ensure that correct details and end dates for such plans are input into the payroll systems. • Maintain a monthly Overpayment and Debt spreadsheet and provide this to the Trust on a monthly basis. • Investigate and respond in a timely manner to any queries raised by employees or managers regarding the calculation of overpayments or repayment plans. • Ensure that any underpayment errors are resolved in a timely manner.
Finance Directorate	<ul style="list-style-type: none"> • Authorise and instigate debt recovery action (where attempts by the payroll supplier have failed). • Any consideration of any salary write-off action to be escalate to the Finance Director (or nominated deputy) for review and authorisation. • Agree, alongside P&OD, any repayment plans outside normal agreements managed by VPS.
People & OD	<ul style="list-style-type: none"> • Ensure any changes requiring approval are actioned in ESR in an accurate and timely manner. • Liaise with and assist the Payroll Provider to investigate overpayment issues where appropriate. • Liaise with the Payroll Provider with regards to consultations on repayment plans in cases involving repayments worth more than the employee's normal monthly salary and/or on occasions where there are associated employee relations issues. • Identify reasons for underpayment e.g. data inputting error, manager has not completed correct contract documentation, employee has not recorded claims correctly on Health Roster/E-Expenses and make recommendations to enable the employee to be paid as soon as possible. • Liaise with Payroll Provider to ensure that any underpayment due to a member of staff is paid to them in a timely manner. • Report to the Financial Oversight Committee any trends in under and over payments. • In cases involving employee relations issues, P&OD may wish to make representations to Finance Department for advice with regards to the recovery period (in exceptional circumstances). P&OD may request the temporary suspension of recovery action in exceptional circumstances pending enquiries with Counter Fraud. • Ensure the Trust and relevant line managers are briefed on the overpayment process. • Communicate payroll cut off dates via Buzz and on the DBTH Intranet • Inform the overpayments team of any updates to the re-payment status of leavers for Her Majesty's Revenue and Customs (HMRC) reporting.

NHS Counter Fraud Specialist	<ul style="list-style-type: none"> • The local Counter Fraud Specialist will investigate all cases of suspected fraud. This will include where an overpayment is considered to have been intentionally kept or where fraud is suspected or is a possibility.
DBTH employees	<ul style="list-style-type: none"> • Ensure that they understand their salary entitlement and if not, seeking further guidance from their line manager in the first instance, who may liaise with P&OD and the payroll supplier. • To work in line with the principles set out in this policy. • Responsible for providing the correct information in Finance/Payroll systems including in relation to timesheets and expense claims. • Read and understand their payslip each payday and ask with their line manager if they do not understand anything on it. • Check your payslips to ensure you receive the correct pay and benefits. If something might be incorrect, you are responsible for bringing this to the attention of your manager and to payroll as soon as possible. • Contact the Payroll Provider if there are apparent anomalies within their payslip. • Contact their line manager if they believe there may be an over or underpayment that needs resolving. • Engage with the Trust's payroll provider regarding arrangements to repay any overpayment in order that reasonable recovery plans can be implemented in a timely way.

APPENDIX 2 – REQUEST FOR AN INTERIM PAYMENT OF SALARY

PART A – FOR COMPLETION BY DIVISION or DIRECTORATE MANAGER

The following member of staff has requested an interim payment of salary owed:

Name: _____ Department: _____

Designation: _____ ESR ID Number: _____

Please note that the payment must be a minimum of 20% of the normal take home pay subject to a minimum net pay value of £50. Interim payments for less than £50 will not be considered.

Please state the reason for requesting an interim salary payment and sum proposed:-

Name: _____ Signature: _____

Designation: _____ Date: _____

PART B – TO BE COMPLETED BY EMPLOYEE

I understand that if approved, the payment will be made direct by bank transfer (CHAPS) and can take up to six days to credit my account.

Employee's signature: _____ Date: _____

Once completed please submit the form to: dbth.vpspayrollliaison@nhs.net

Any requests for an interim payment for a new starter should be submitted alongside the new starter paperwork to dbth.esr_hr_admin_processing@nhs.net .

PART C – TO BE COMPLETED BY AUTHORISING MANAGER

(Deputy Director of P&OD or nominated senior manager in P&OD)

Received by P&OD on (date) _____ at (time) _____

Approved: YES / NO (*please circle*) Date: _____

Signature of Authorising Manager:

Name of Authorising Manager:

Reason for non-approval (if applicable – P&OD to inform Division /Directorate manager):

Submitted to VPS for processing on (date) _____ at _____

APPENDIX 3 - EQUALITY IMPACT ASSESSMENT PART 1 INITIAL SCREENING

Service/Function/Policy/Project/Strategy	Division	Assessor (s)	New or Existing Service or Policy?	Date of Assessment
Over and Underpayments Policy	People & Organisational Development	Tully Monk	Existing	September 2024
1) Who is responsible for this policy? People & Organisational Development				
2) Describe the purpose of the service / function / policy / project/ strategy? To ensure robust processes are in place to correct any errors				
3) Are there any associated objectives? Legislation, responsibilities as a publicly funded body, and employment expectations as set out in the policy				
4) What factors contribute or detract from achieving intended outcomes? – Accuracy in completing notifications and e-forms; checking of payslips				
5) Does the policy have an impact in terms of age, race, disability, gender, gender reassignment, sexual orientation, marriage/civil partnership, maternity/pregnancy and religion/belief? No, it seeks to manage the processes in a consistent manner and does not take account of any particular group in reaching decisions or managing over- and under-payments.				
<ul style="list-style-type: none"> If yes, please describe current or planned activities to address the impact [e.g. Monitoring, consultation] – 				
6) Is there any scope for new measures which would promote equality? None Identified				
7) Are any of the following groups adversely affected by the policy?				
Protected Characteristics	Affected?	Impact		
a) Age	No			
b) Disability	No			
c) Gender	No			
d) Gender Reassignment	No			
e) Marriage/Civil Partnership	No			
f) Maternity/Pregnancy	No			
g) Race	No			
h) Religion/Belief	No			
i) Sexual Orientation	No			
8) Provide the Equality Rating of the service / function / policy / project / strategy – tick (✓) outcome box				
Outcome 1 X	Outcome 2	Outcome 3	Outcome 4	
*If you have rated the policy as having an outcome of 2, 3 or 4, it is necessary to carry out a detailed assessment and complete a Detailed Equality Analysis form – see CORP/EMP 27.				
Date for next review: September 2027				
Checked by	Adam Evans	Date:	September 2027	