

18th September 2019

BY EMAIL

Tel: 028 9536 3863
Email: FOI.BSO@hscni.net

Our Ref: FOI 1096

Dear [REDACTED]

Your request for information was received on 5th August 2019 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to erroneous pensions calculations.

Please accept my apologies for the delay in providing you with the information requested. I wanted to ensure that a thorough investigation was conducted prior to issuing any formal response.

Please find the information you requested below:

1. [REDACTED] who has been overpaid as a result of errors by PSC in their pensions calculation?

Health and Social Care Pensions (HSCP) have confirmed that other members have been overpaid.

2. What is the number of ex staff in the last 5 years who have been overpaid due to backdated arrears or other payments being included in calculable years for pension estimate purposes?

Health and Social Care Pensions (HSCP) have confirmed that in the last 5 years they have had a total of 94 revisions which have resulted in over payments to members.

3. What is the average overpayment per person in the timeframe of 5 years?

Health and Social Care Pensions (HSCP) have confirmed that the average over payment is £2,220.08

4. The number of staff who have paid back any overpayments as a result of miscalculation in their pension calculations?



Health and Social Care Pensions (HSCP) have confirmed that of the 94 aforementioned revisions, 71 have been repaid or are in the process of being repaid.

5. Has any audit been completed of the PSC following my complaint in respect of retiring staff's pension calculations in the last 5 years, especially in respect of the work of the two staff who have left and the senior staff with responsibility for overseeing and ensuring that these staff were adequately trained to carry out this function responsibility and that their figures were correct?

The PSSC conduct annual checks upon payment of annual back dated pay awards. The PSSC has also advised that it was as a result of such a check that your unfortunate situation was identified.

6. Has this issue been highlighted to the Board of BSO and what steps have been taken to rectify the serious errors in the PSC section which impact significantly on staff and ex staff?

The PSSC has advised that this incident was accordingly managed by Senior Management within the PSSC and BSO. In order to mitigate the risks of future serious errors a review was undertaken and the decision was made to move the process from PSSC to HSC Pension Services. A dedicated payroll team is now incorporated within Pension Services to ensure the accuracy of calculations in the determination of pension benefits.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

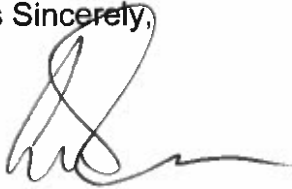
You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113
Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place

Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Liam McIvor', with a long horizontal flourish extending to the right.

Liam McIvor
Chief Executive