

18th November 2019

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

BY EMAIL

Our Ref: FOI 1121

Dear [REDACTED]

Your request for information was received on 26th September 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 what options have been taken to recover the outstanding overpayments from [REDACTED] who have not paid back their respective overpayment.

Firstly, please accept my apologies for the delay in providing you with a formal response regarding this request.

Health and Social Care Pensions (HSCP) have advised that whilst they are unable to issue details of recovery actions for individual overpayments, the following procedure is followed.

- Standard practice for overpayments is to issue two overpayment reminder letters.
- The second reminder will advise the member that their case may be referred to Counter Fraud to recover the monies.
- If no response is forthcoming, the case is referred to a manager to make the decision on whether repayment can be taken from the pension.
- The manager will then write out and inform the member of the course of action and advise them that a repayment plan will be set up if no response is received.
- If the member pleads hardship then they will have to justify this by sending in financial statements to prove hardship and consideration regarding further action.

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

Providing Support to Health and Social Care



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

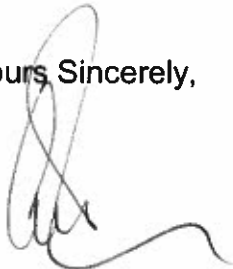
If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate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



Liam McIvor
Chief Executive
BSO