



19 September 2025

Our Ref: FOI 1317

Dear

**Freedom of Information Act 2000
Information in relation to Overpayments and Underpayments made to Staff**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 29 July 2025. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to each of the questions raised has been provided by the Finance & Estates Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Rebecca Manning
Information Governance Officer

For each of the following financial years (24/25, 23/24, 22/23, 21/22, 20/21):

Q1a. The number of financial overpayments made to staff?

A1a. Please be advised that staff payments are not managed by the Trust, they are managed by the Business Service Organisation (BSO). Please see Table 1 for the number of overpayments that have been confirmed by BSO Payroll Shared Service Centre and do not include potential overpayments that have been identified but not yet reviewed/confirmed/calculated.

Please note, overpayments are recorded in the year they are confirmed as an overpayment and not the period they relate to.

Table 1

Financial Year	No. of Overpayments
2020/2021	649
2021/2022	580
2022/2023	731
2023/2024	826
2024/2025	1072

Q1b. Number of financial underpayments made to staff?

A1b. The Trust is unable to provide the requested information as this detail is not held in a reportable format. While payments can be made outside of the standard pay cycle to reflect various entitlements, many of these are routine and part of normal payroll practice. Instances that may be perceived as underpayments are not separately recorded or categorised in a way that allows for accurate identification or reporting.

Q1c. The respectively amounts of overpayments in GBP (£)?

A1c. Please see Table 1 for the value of overpayments that have been confirmed by Payroll Shared Service Centre and do not include potential overpayments that have been identified but not yet reviewed/confirmed/calculated.

Table 2

Financial Year	Value of Overpayments
2020/2021	£1,114,385.07
2021/2022	£912,748.21
2022/2023	£813,994.46
2023/2024	£1,312,359.20

2024/2025	£1,124,156.31
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Q1d. The respective amounts of underpayments in GBP (£)?

A1d. The Trust is unable to provide the requested information as this detail is not held in a reportable format. While payments can be made outside of the standard pay cycle to reflect various entitlements, many of these are routine and part of normal payroll practice. Instances that may be perceived as underpayments are not separately recorded or categorised in a way that allows for accurate identification or reporting.

Q2. And then the number of times bailiffs or any other debt enforcement agency was brought in to pursue trust staff in order to recover overpayments.

Please provide this for each of the following financial years (24/25, 23/24, 22/23, 21/22, 20/21):

****If financial year is not possible, please provide instead by calendar year / any other format in which you hold your data***

A2. All credit control is managed by internal Health and Social Care credit control and legal teams. Bailiffs and other debt enforcement agencies have not been used in recovery of staff overpayments.