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Our Ref: ND/PH/01052019 Your Ref:

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Dear Headteacher

I hope you are well and enjoying a good start to the summer term.

I am writing to raise with you a concern that The County Council has regarding the number of debts which emanate from overpayments of salary. A substantial proportion of these outstanding debts are from schools (totalling approx. £34k).

After analysing the data, it is clear that most of these outstanding balances could have been avoided through timely adherence to the established processes, related to submission of a leaver's form.

Unfortunately, in the vast majority of cases the leaver's form was submitted after the date that the payroll had been processed *Payrolls for processing of payments at the end of the month are run early to mid month.*

There have also been a few instances of overpayments related to late submission of contract change forms or maternity leave or sickness records not being kept up to date.

An initiative to raise awareness of the salary overpayment issue has resulted in a decline in the number of GCC (Non schools) overpayment instances. I am concerned that the picture for schools is less encouraging, with regular overpayments still an issue and an increase in long term debt with plans to repay over a longer period of time being the result.

Recovery of debt from individuals who are no longer employed by the business is notoriously difficult and often results in the individual requesting more time to pay, often via instalments. This increases workload for BSC and Finance who have to monitor payment history and allocate small value payments to the ledger as they are received.

I would really appreciate your support in trying to avoid overpayments of salary in the future. To facilitate this I have attached a list of payroll processing dates indicating by when paper forms or Manager Self service (MSS) entries need to be processed (i.e. the date by when leaver forms must be submitted and received by the BSC to ensure an individual's salary payments are adjusted on the payroll in time for their departure).

Please note that for individuals on only one month notice of termination, there is limited time to submit this documentation. If deadlines are missed it is important that you make manual contact with the BSC (Contact us email address or telephone) to ensure a BACS recall is processed prior to any transfer to the individual's bank account.

I will be sending a list of current salary overpayment debt (owing to each school), to the relevant Head Teacher and Business Manager under separate cover. If you receive a report please take the time to examine it and advise what action is being taken to recover the amounts highlighted. Please also indicate if you think that a review of any current payment plan of the debtor is required (i.e. a quicker recovery may be possible through increases in the value of payment instalment).

If you have any queries please let me know

Yours sincerely



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