

**PWYLLGOR ARCHWILIO A SICRWYDD RISG  
AUDIT AND RISK ASSURANCE COMMITTEE**

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	16 August 2022
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Financial Assurance Report
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Huw Thomas, Director of Finance
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Huw Thomas, Director of Finance

**Pwrpas yr Adroddiad (dewiswch fel yn addas)  
Purpose of the Report (select as appropriate)**

Ar Gyfer Penderfyniad/For Decision

**ADRODDIAD SCAA  
SBAR REPORT**

**Sefyllfa / Situation**

The Audit & Risk Assurance Committee (ARAC) requires assurance on a number of financial areas as outlined in the body of the report.

**Cefndir / Background**

The Standing Orders require that ARAC provides assurance to the Board that the University Health Board's assurance processes are operating effectively. Critical to this is Financial Assurance, which cannot be measured only by the UHB's main finance report and requires further information in order to assess the control environment in place; the risk assessment and management process; and the control activities.

**Asesiad / Assessment**

This report outlines the assurances which can be provided to the Committee.

**Argymhelliad / Recommendation**

The Audit & Risk Assurance Committee is asked to:

- Discuss and note the report
- Approve the Scheme of delegation changes noted within (see **2.1**)
- Approve the write-off of Losses and Special Payments over £5k noted within (see **2.4**)

<b>Amcanion: (rhaid cwblhau)</b> <b>Objectives: (must be completed)</b>	
Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	2.4 The Committee's principal duties encompass the following: 2.4.2 Seek assurance that the systems for financial reporting to Board, including those of budgetary control, are effective, and that financial systems processes and controls are operating. 3.14 Approve the writing-off of losses or the making of special payments within delegated limits. 3.16 Receive a report on all Single Tender Actions and extensions of contracts.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	BAF SO9-PR20 BAF SO10-PR33
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	Governance, Leadership and Accountability 7. Staff and Resources
Amcanion Strategol y BIP: UHB Strategic Objectives:	6. Sustainable use of resources
Amcanion Cynllunio Planning Objectives	6K_22 workforce, clinical service and financial sustainability
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Statement</a>	Not Applicable

<b>Gwybodaeth Ychwanegol:</b> <b>Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Monitoring returns to Welsh Government based on the Health Board's financial reporting system. Activity recorded in the AR and AP modules of the Oracle business system and activity recorded in the procurement Bravo system.
Rhestr Termiau: Glossary of Terms:	AP-Accounts Payable AR –Accounts Receivable BGH – Bronglais General Hospital BT PSBA – British Telecom Public Sector Broadband Aggregation CF – Counter Fraud COS – Contracted Out Service VAT COVID-19 – Coronavirus COP – Confirmation of Payee

	<p>ECN – Error Correction Notice  EOY – End of Year  ERs NI – Employers National Insurance  GGH – Glangwili General Hospital  HMRC – Her Majesty’s Revenue and Customs  HOLD – Invoices that cannot be paid, as there is a query with the price or quantity or validity  IFRS – International Financial Reporting Standards  NWSSP – NHS Wales Shared Services Partnership  NIC – National Insurance Contribution  PID – Patient Identifiable Data  PO – Purchase Order  POL – Probability of Loss  PPH – Prince Philip Hospital  PSPP – Public Sector Payment Policy  RTI – Real Time Information (transmitted to HMRC from the Payroll system)  SFI – Standing Financial Instructions  SLA – Service Level Agreement  STA – Single Tender Action  VAT – Value Added Tax  WGH – Worthybush General Hospital  WRP – Welsh Risk Pool</p>
<p>Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg:  Parties / Committees consulted prior to Audit and Risk Assurance Committee:</p>	<p>UHB’s Finance Team  UHB’s Management Team</p>

<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	Financial implications are inherent within the report.
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	Risk to our financial position affects our ability to discharge timely and effective care to patients.
<b>Gweithlu:</b> <b>Workforce:</b>	Overpayments are reported within this report.
<b>Risg:</b> <b>Risk:</b>	Financial risks are detailed in the report.
<b>Cyfreithiol:</b> <b>Legal:</b>	The UHB has a legal duty to deliver a breakeven financial position over a rolling three-year basis and an administrative requirement to operate within its budget within any given financial year.
<b>Enw Da:</b> <b>Reputational:</b>	Adverse variance against the UHB’s financial plan will affect our reputation with Welsh Government, Audit Wales and with external stakeholders.
<b>Gyfrinachedd:</b> <b>Privacy:</b>	Not Applicable
<b>Cydraddoldeb:</b> <b>Equality:</b>	Not Applicable

# Financial Assurance Report

## 1.1 Purpose

- The purpose of this report is to outline the financial assurances which the Audit & Risk Assurance Committee requires.
- The framework agreed is included below in Figure 1, and the remainder of the report is based on this.

<b>Figure 1: Compliance requirements for the Audit and Risk Assurance Committee</b>		
<b>Compliance requirement</b>	<b>Reporting</b>	<b>Frequency</b>
Scheme of delegation changes	<ul style="list-style-type: none"> <li>• Exception reporting for approval</li> </ul>	As and when
Compliance with Purchase to Pay requirements	<ul style="list-style-type: none"> <li>• Breaches of the No PO, No Pay policy</li> <li>• Instructions for noting</li> <li>• Public Sector Payment Policy (PSPP) compliance</li> <li>• Tenders awarded for noting</li> <li>• Single tender action</li> </ul>	Quarterly
Compliance with Income to Cash requirements	<ul style="list-style-type: none"> <li>• Overpayments of staff salaries and recovery procedures for noting</li> </ul>	Quarterly
Losses & Special payments and Write offs	<ul style="list-style-type: none"> <li>• Write off schedule</li> <li>• Approval of losses and special payments</li> </ul>	
Compliance with Capital requirements	<ul style="list-style-type: none"> <li>• Scheme of delegation approval for capital</li> </ul>	Following approval of annual capital plan
Compliance with Tax requirements	<ul style="list-style-type: none"> <li>• Compliance with VAT requirements</li> <li>• Compliance with employment taxes</li> </ul>	Quarterly
Compliance with Reporting requirements	<ul style="list-style-type: none"> <li>• Changes in accounting practices and policies</li> <li>• Agree final accounts timetable and plans</li> <li>• Review of annual accounts progress</li> <li>• Review of audited annual accounts and financial statements</li> </ul>	Annually

# Financial Assurance Report

## 2.1 Scheme of delegation changes

### Fire Schemes at WGH and GGH

As part of the internal audit work for the fire schemes at WGH and GGH, it was proposed that a specific scheme of delegation be developed for them as they are both operating under an Option E Design for Life contract where costs are reimbursed as incurred rather than based on a specific programme of works. The specific scheme of delegation, approved by the Director of Finance, is detailed in Appendix 1 for ratification.

There are no other changes to report.

## 2.2 Compliance with Purchase to Pay Requirements

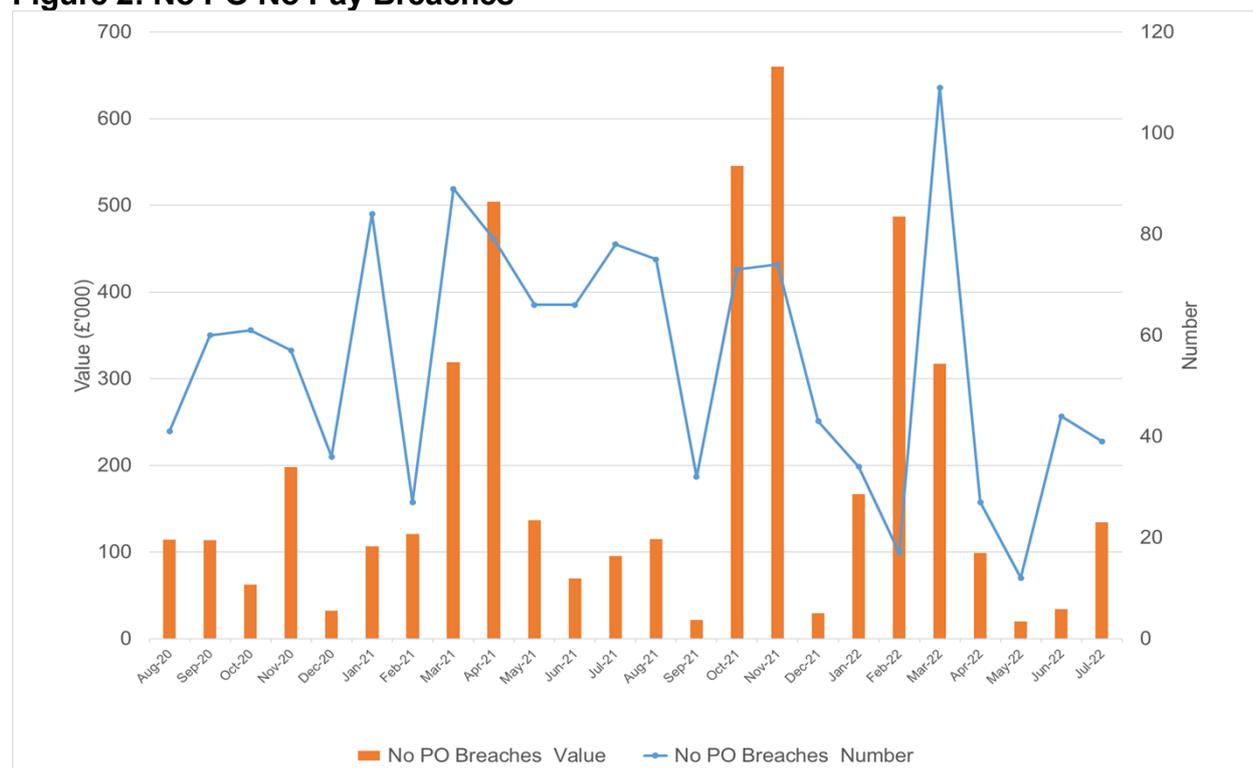
### 2.2.1 Breaches of the No PO, No Pay Policy

The Health Board has adopted the All Wales No PO, No Pay Policy, which will ensure that all non-pay expenditure (unless listed as an exception) is procured and receipted through the Oracle system.

Figure 2 below illustrates the numbers and value of breaches against the No PO, No Pay policy. For the months of June and July 2022 there were a total of 83 breaches with a combined value of £168k. The cumulative position as at end of July was a total of 330 breaches with a combined value of £407k. This compares to the cumulative position of 277 breaches in total with a combined value of £326k as at the end of May.

The local P2P (Procure to Pay) group have put in place measures to ensure that Purchase Order numbers are identified on the invoices and not created retrospectively and are also tracking noncompliance with suppliers and departments.

**Figure 2: No PO No Pay Breaches**



# Financial Assurance Report

## 2.2.2 Public Sector Payment Policy (PSPP) Compliance

The Health Board achieved its PSPP target of paying 95% of its Non-NHS invoices within 30 days for June and July with 98.07% and 97.91% respectively. Regarding the payment of NHS invoices, the Health Board failed to achieve its target in June with 94.07% but achieved 100% compliance in July.

The failure to achieve the June target for NHS invoices was due in the main to the late authorisation of Pathology invoices for two English NHS Trusts. In addition, there was a delay in authorising four salary sacrifice invoices from Northumbria HC NHS Trust as these invoices, which related to an employee who was in the process of transferring to the Health Board, were received prior to establishing the appropriate employee cost centre details.

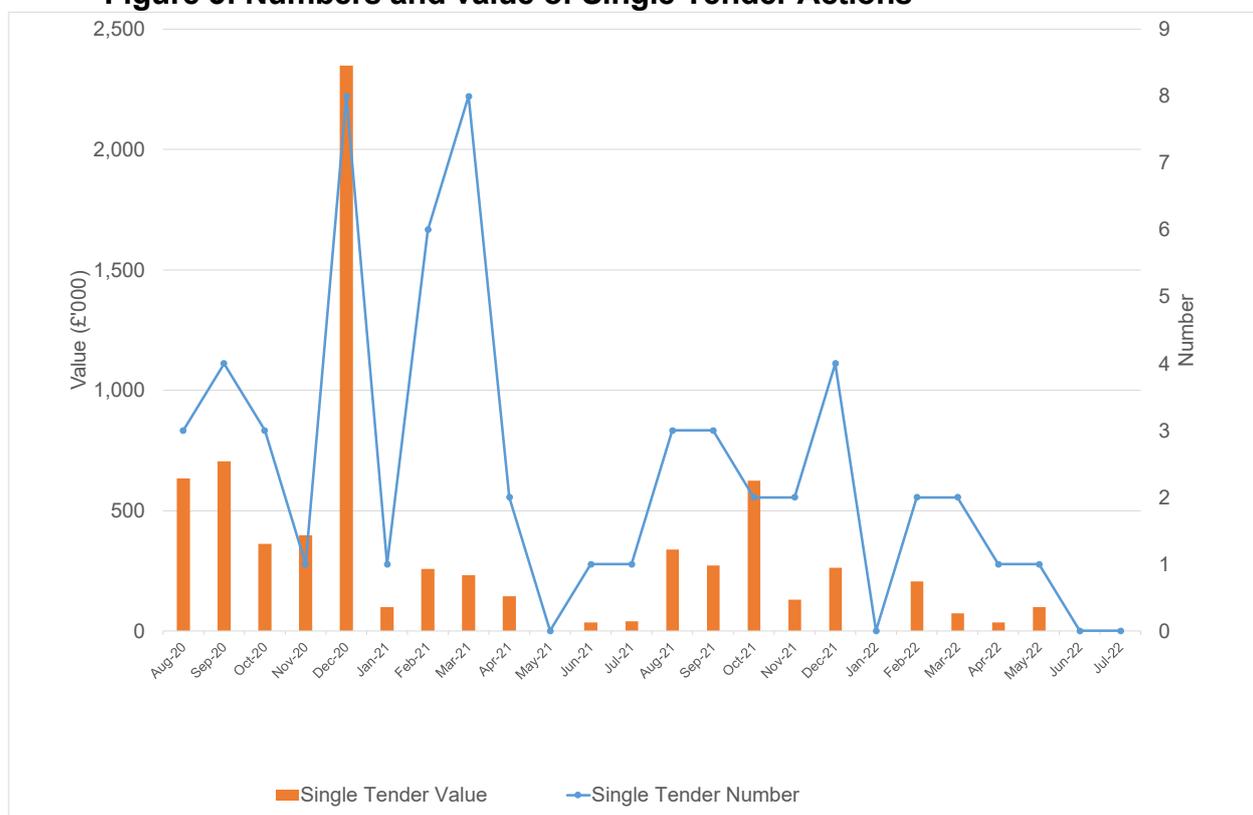
## 2.2.3 Single Tender Actions

The use of single tender waivers is carefully managed and controlled by the Health Board.

There were no Single Tender Actions awarded during the period 1 June 2022 to 31 July 2022. However, there was 1 previously undisclosed Single Tender Action (in excess of £25,000), awarded during the period 1 April 2022 to 31 May 2022, totalling £99,250. This is detailed in Appendix 2.

The graph below (Figure 3) shows the trend of all Single Tender Actions (STA) approved from 1 August 2020 to 31 July 2022.

**Figure 3: Numbers and value of Single Tender Actions**



# Financial Assurance Report

## 2.2.4 Tenders Awarded

There were 4 contracts awarded, including direct awards through framework (in excess of £25,000) during the period from 1 June 2022 to 31 July 2022, totalling £999,685, details of which can be seen in Appendix 3.

## 2.2.5 Consultancy contracts

There was 1 consultancy contract awarded from 1 June 2022 to 31 July 2022 totalling £24,500, details of which can also be seen in Appendix 3.

## 2.2.6 Blackline Update

**Account reconciliations module** – this is fully implemented. As part of the ongoing Blackline support, the financial accounts team continue to have monthly meetings with Blackline to discuss any issues arising.

**Transaction matching module** – this is now live with all four bank accounts fully implemented. The Go Live process of the bank accounts involved parallel running of the bank matching process to ensure Blackline was working as expected. We are still in the project phase of implementation and continue to have support from the project manager as we expand our knowledge in this area.

The scope of this element has now been widened to include matching Nurse Agency shifts to the ledger. The Core Processing team are working with Blackline to look at the potential of using this module to match shifts and calculate the monthly accrual. A follow up meeting has been arranged for week commencing 8<sup>th</sup> August.

**Task Manager module** - work will commence on this once the bank accounts on the task manager implementation has been live for a few months.

## 2.3 Compliance with Income to Cash

### 2.3.1 Overpayment of Salaries

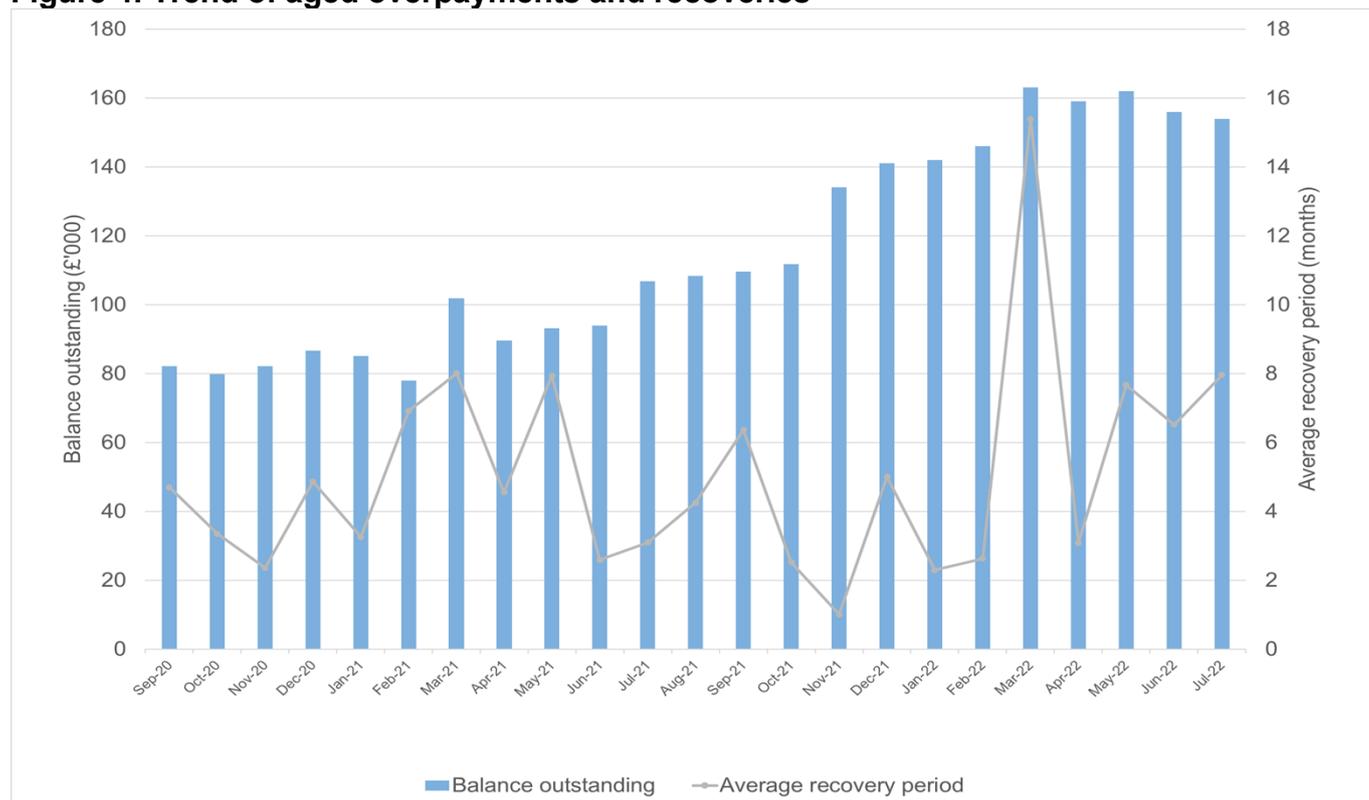
The Health Board has a duty to ensure that staff are paid appropriately, and that overpayments are not incurred.

Appendix 4 shows the volume and value of invoices raised in respect of overpayments for the period 1 June to 31 July 2022; 28 cases totalling £20,761.52.

The graph below (Figure 4) demonstrates the total balance outstanding against the average recovery period. The average recovery period reflects the number of debts settled in the current period only. The volume & value of invoices raised in the period June to July 2022 was greater than in the previous period, with a total value raised of £21k compared to £14k in the previous period. The overall debt balance has decreased to £155k in July 2022 compared to £162k at the end of the May 2022, with the average recovery period staying at 8 months at the end of this period.

# Financial Assurance Report

**Figure 4: Trend of aged overpayments and recoveries**



## 2.3.2 The Overpayments Task & Finish group consists of representatives from Finance, Payroll, Workforce and Counter Fraud. The update on actions is highlighted below:

- Include in manager passport training – Counter Fraud (CF) will include a section on this issue within their Managers Passport input.

*In progress – Learning and Development are introducing a new managers passport programme, however, arrangements are currently being finalised. In the interim, the CF department will develop and introduce a dedicated Manager Passport Resource page on their intranet site, providing a digital presentation, which will include a section on overpayments of salary, highlighting the new Over / Under payments policy and CF involvement.*

- Payroll to produce leavers overpayment report and employee overpayments report each month for managers and send together with overpayment letters for issue/discussion with their employees – an overpayment letter has been drafted and was discussed and agreed by Workforce and Payroll. It will be rolled out following approval of the new Policy.

*Complete - Payroll have been providing monthly reports to both Finance and Workforce, highlighting all overpayments, providing details of the employee concerned, department, supervisor details and reason for overpayment. The Policy has progressed through the relevant review and approval stages and is now operational and future overpayment letters will be communicated as per the policy.*

- Payroll to produce covering email to managers from Payroll explaining their role in the recovery process and repayment parameters they can work within/when to refer to

# Financial Assurance Report

Finance Business Partner for escalation due to amount or repayment period – This has since been incorporated into a new Under and Overpayments Policy, which places a focus on Management actions, in particular discussing the overpayment with the employee concerned, explaining why the overpayment has occurred and agreeing a repayment plan, making line managers more accountable/involved in the process. (See below)

*Complete – The new Underpayments and Overpayments of Salary Policy is now in operation, effective from the 29<sup>th</sup> of June 2022.*

- Further review/refinement of overpayments/underpayments policy – an all-Wales policy is currently being produced by NWSSP; however, in the interim period, a fast track working group has been created and a revised Health Board Policy produced. This is now at the consultation stage, with implementation due in Quarter 1 2022/23.

*Complete – The new Underpayments and Overpayments of Salary Policy is now in operation, effective from the 29<sup>th</sup> of June 2022.*

The use of digitalisation in the process has also been considered and the update on that area is noted below:

## **Digitalisation of Payroll Forms**

A review of the current progress into the digitalisation of commencement, change and termination forms was undertaken and the following identified:

- IT are in discussions with a Robotics Process Automation (RPA) provider (Northampton NHS Trust), who have undertaken a similar piece of work relating to both Oracle and ESR, with a view to establishing/identifying other means of automating the procedure.
- At the beginning of 2022, IT met with the NWSSP interim Head of Payroll and HDdUHB's Regional Payroll Manager to discuss current options. It was agreed that further work was required, as the current HDdUHB Office365 approach may not be compatible with NWSSP processes, due to licencing issues associated with various applications and the need for a co-ordinated national approach to developing a new solution. NWSSP Payroll advised IT that they would explore potential options. HDdUHB offered NWSSP access to their newly developed dashboard application, with a view to developing it further across Wales.
- NWSSP Payroll have since confirmed that it is their ambition to digitalise and improve the current processes associated with new starters, staff changes and leavers, with a goal of establishing one process for all Health Boards, automating a number of the processes, and making it easier for all concerned. NWSSP Payroll have undertaken a review and have commenced a tendering process to identify a supplier who can develop such a system. The specification has been agreed and is in the process of being sent out for tender.

*August update from NWSSP: the tendering process is still underway.*

- In the interim, HDdUHB will explore the possibility of improving the systems currently in place; however, we cannot discount the fact that managers will still be required to submit relevant information associated with a change of circumstances or termination of an employee's employment to Payroll in a timely manner.

# Financial Assurance Report

- The overriding issue remains that the required documents are not being completed and delivered to Payroll in a timely fashion, resulting in overpayments due to untimely adjustments to the employee's payroll user profile / account. In view of this, options to improve this element have been considered and:
  - a new reminder / notification process will be introduced, utilising the current finance dashboards (linked to budgets), with finance sending out a monthly email to all budget holders, reminding them to check their payroll spend and ensure that all those paid that given month are current employees, whose details are correct and up to date.  
*Actioned*
  - a reminder notification on the dashboard system itself will also be included, reminding managers that any adjustments to an employee's assignment, or details of any leavers / terminations need to be sent to Payroll ASAP.  
*Actioned*

The Counter Fraud Department will undertake two pro-active exercises during the forthcoming financial year, looking at overpayments associated with leavers and movers. The first will take place in Quarter 1 and the second in Quarter 3; any system weaknesses will be reported to the Committee.

*Actioned – Both exercises have commenced, relevant data has already been analysed and a report will be presented to the committee in October 2022.*

## 2.3.3 Underpayment of salaries

As per the request made by ARAC members at the June-22 meeting, details were sought regarding the underpayment of salaries. NWSSP have provided details of emergency payments requested and paid in July for underpaid salaries, the total of which was £45,530. There are multiple reasons for these emergency payments and further clarity will be sought as to what constitutes an underpayment of salaries (an update will be provided at the October 2022 meeting).

## 2.4 Losses and Special Payments for Approval

### 2.4.1 General Losses and Special Payments

Losses and special payments require the Audit & Risk Assurance Committee's approval given their contentious nature.

There was one write-off in excess of £5k during the period between 1 June 2022 and 31 July 2022 in relation to overseas patient treatment for £5,744.00 (see Appendix 5).

Losses and write offs under £5k, as per requirement under FP02 – Income and Cash Collection, have been presented and approved by the Director of Finance and the Chief Executive; in total these amounted to £49,144.78.

## 2.5 Compliance with Capital Requirements

# Financial Assurance Report

The Health Board is now required to make payments for new major capital schemes through a Project Bank Account (PBA).

No new project bank accounts were required during the period covered by this report.

## 2.6 Compliance with Tax Requirements

### 2.6.1 Compliance with VAT Requirements

Updates regarding existing matters are set out in the following table:

Key VAT issue	Update
<b>Pharmacy rebates VAT reclaim</b>	The Health Board has instructed its VAT advisors to submit a claim to HMRC on the Health Board's behalf for the repayment of VAT which it had incorrectly accounted for on invoices raised to a pharmaceutical supplier for the purpose of requesting the payment of volume rebates. As the requesting of rebates is not considered a "supply" for VAT purposes, VAT was not accountable. The total amount of VAT being claimed is £96k. The claim was submitted to HMRC in May 2022, a response has yet to be received.
<b>BT PSBA network – VAT recovery non-statutory clearance request</b>	The Health Board continues to await HMRC's conclusion on the recoverability of the VAT being incurred on the Health Board's service charges for the BT PSBA network. An update was received in May 2022 confirming that the matter is still under consideration. The Health Board continues to recover the VAT in question in full. VAT potentially repayable to HMRC amounts to circa. £120k, which is provided for.
<b>Pembrokeshire field hospital VAT recovery clearance request</b>	In October 2021, the Health Board was informed by HMRC that it does not consider the VAT incurred on the Licence to Occupy agreement entered into with Bluestone Resorts Ltd to be recoverable. Based on the advice of its VAT advisors, the Health Board requested a reconsideration by an independent HMRC officer. This reconsideration continues to progress. VAT incurred to date under the contract amounts to £1.030m, none of which has yet been recovered.
<b>Capital Front of House Scheme (Bronglais Hospital)</b>	The Health Board continues to await HMRC's decision on whether to accept the Health Board's current VAT recovery position in respect of this scheme or raise a formal assessment for VAT which it believes has been over-claimed by the Health Board. Any VAT which may become repayable to HMRC has been fully provided.
<b>HMRC 2018-19 COS VAT recovery review</b>	Data requested by HMRC for the purpose of this review was successfully transferred to HMRC in October 2020. The Health Board continues to await further correspondence from HMRC.

### 2.6.2 Compliance with Employment Tax Requirements

No updates or issues to report.

## 2.7 Compliance with reporting requirements

# Financial Assurance Report

**IFRS 17 – Insurance Contracts.** Following the deferred implementation of the standard, we await advice from Welsh Government. This will be issued once the IFRS 17 working group at Treasury reconvenes. There is no further update on this.

**Audited Annual Accounts 2021/22** – The audited annual accounts were signed off by the Health Board at the Board meeting on 9 June 2022. They were submitted to Welsh Government by Audit Wales on 14 June 2022.

**NHS Pension Scheme Year End Processing 2022** - the Health Board must provide information regarding its employees enrolled in the NHS Pension Scheme to the NHS Pensions agency. NHS Pensions evaluates the accuracy of the data provided by Employment Services - NWSSP on behalf of the Health Board, through the year end update processing via the Electronic Staff Record (ESR) system.

For the year ended 31st March 2022, the Health Board achieved an A grade rating (95%+) and showed good compliance compared with other NHS organisations.

Following the processing of ESR year end 2022 data, a report has been produced by NHS Pensions showing details of the data processed, overall percentage success rate and comparative performance of other NHS organisations.

The figures provided relate only to year end updates received through the ESR interface. Records updated or cleared errors through Pensions On-Line, are not reflected in the report. The percentage success rate also excludes errors that are unavoidable by the Health Board.

Achieving a high percentage success rate via the ESR process means less manual intervention is required. Details are shown in Appendix 6.

## 3.1 Recommendations

The Committee is asked:

- to note the report
- Approve the Scheme of delegation changes (see **2.1**)
- Approve the write-off of Losses and Special Payments over £5k (see **2.4**)

# Financial Assurance Report

## Appendix 1 Scheme of delegation changes

### Scheme of delegation changes:

Fire Schemes at WGH and GGH

The main proposed changes are:

- **Oracle approval**

<b>Current</b>		<b>Proposed</b>	
<b><u>Level 1 (£74,999.99)</u></b>	Director of Estates	<b><u>Level 1 (£49,999.99)</u></b>	Capital Development Manager (Estates)
<b><u>Level 2 (£499,999.99)</u></b>	Head of Capital Planning	<b><u>Level 2 (£499,999.99)</u></b>	Project Director (Director of Estates)
<b><u>Level 3 (£999,999.99)</u></b>	ADOF (Financial Planning and Statutory Reporting)	<b><u>Level 3 (£999,999.99)</u></b>	ADOF (Financial Planning and Statutory Reporting)
<b><u>Level 4 &gt; (£1,000,000.00)</u></b>	Director of Finance	<b><u>Level 4 &gt; (£1,000,000.00)</u></b>	Director of Finance

The rationale for this change is due to the specialised nature of the works.

**Recommendation:** The Committee is asked to approve the Scheme of delegation changes noted above.

## Appendix 2: Single tender actions awarded

	Period covered by this report:		1-May-22	31-July-22	
Ref	Supplier	Value (£)	One-off or Period	Request submitted by/Dept:	Justification
HDD-STA-606	University of Northumbria, NMC Competence Test Centre, University of Northampton, Leeds Teaching Hospital NHS Trust, Ulster University, Oxford Brookes University - Test of competence for internationally registered nurses and midwives	£99,250.00	May 2022 to March 2023 11 Months	Ruth Bowman, Workforce Education and Development	The Health Board is undertaking a recruitment campaign as part of an all-Wales project, to recruit and onboard 100 internationally educated nurses from April 2022. Internationally educated nurses are required to undergo specialist training and examination prior to being able to obtain their PIN and commence work in acute settings. Training will be delivered internally, by HB staff. However examination must be undertaken by a registered testing centre. There are a limited number of testing centres across the UK and Ireland. Competition for examination bookings is high due to every HB in Wales undertaking the same recruitment campaign simultaneously. The first cohort is due to arrive imminently and will conclude their training and be exam ready in May. Therefore the HB does not have time to go through the usual procurement process which can take three months. Additionally, the HB must secure bookings with the next available examination slots and not restrict ourselves to fewer suppliers which could risk further delays in examination.
	<b>TOTAL</b>	<b>£99,250.00</b>			

### Appendix 3: Contracts awarded (including direct awards through framework)

	Period covered by this report:		1 June 2022	31 July 2022	
<b>Tender/Contract Reference</b>	<b>Supplier</b>	<b>Value (£) exc. VAT</b>	<b>One-off or Period</b>	<b>Department</b>	<b>Tender Description</b>
<b>Direct Awards via Framework Agreement</b>					
HDD-DCO-22-11	IMC HEALTHCARE SERVICES LTD	£513,392.00	12 Months (3+3+3+3)	Radiology Services	Provision of Insourcing Ultrasound Radiology Services
HDD-DCO-22-12	Biffa Waste Services	£278,777.00	8 months	Estates	General Waste & Recycling Services
<b>Awarded post competitive tender process</b>					
HDD-OJEU-38838	Mitie	£46,969.00	Extension for 1 year	Estates	Maintenance of Grounds & Gardens - Mitie - Extension for 1 year
HD-OJEU-39126	CP Plus Ltd	£160,547.00	Extension for 1 year	Operations	Extension of Car Park Management contract (final year of 5 year contract)
	<b>Total</b>	<b>£999,685.00</b>			

#### Consultancy Contract awarded:

	Period covered by this report:		1 June 2022	31 July 2022	
<b>Tender/Contract Reference</b>	<b>Supplier</b>	<b>Value (£) exc. VAT</b>	<b>One-off or Period</b>	<b>Department</b>	<b>Tender Description</b>
HDD-DCO-22-09	Laing Buisson	£24,500.00	6 Months	Finance	Provision of CHC Rates Consultancy Services
	<b>TOTAL</b>	<b>£24,500.00</b>			

# Appendix 4: Overpayment of Salaries

Period covered by this report: 1st June – 31st July 2022			
Ref	Reason for Overpayment	Value (£)	Number of invoices
1	Late Notification of Reduction / Shortfall in Hours	955.69	1
2	Payment Processed in error	579.70	1
3	Overpayment of Shifts / Hours / Unauthorised Leave	19,226.13	26
		<b>20,761.52</b>	<b>28</b>

## Appendix 5: Losses and Special Payments over £5,000

Ref	Losses and Special Payments Category	Value (£)	Explanation
1	Overseas patient treatment	£5,744.00	Exhausted debt recovery process
	<b>Total Losses (for approval)</b>	<b>£5,744.00</b>	

**Recommendation:** The Committee is asked to approve the losses in excess of £5k noted above.

## Appendix 6: NHSPA Heat Map

## NHS Pension Scheme Year End Processing 2022

EA: 6023 - HYWEL DDA HEALTH BOARD

### Year End Updating Statistics

This table reflects updates received from the ESR year end update interface, for your organisation.

**It does not include updates made through Pensions On Line (POL) or where errors have been cleared and records subsequently updated following the processing of the ESR year end data.**

This shows the overall percentage success rate, with excluded errors removed, for the processing of your 2020, 2021 and 2022 year end updates.

NHS Pension Scheme Data - Year End Processing	Y/E 2020	Y/E 2021	Y/E 2022
95% + <b>A</b>	95.25%	97.94%	97.34%
90-94% <b>B</b>			
85-89% <b>C</b>			
80-84% <b>D</b>			
70-79% <b>E</b>			
0-69% <b>F</b>			

## Year end 2022 annual update processing information

Number of active employments at 31.03.2022	Number of updates received	Number successfully processed	% success rate before excluded errors removed	Overall % success rate with excluded errors removed
12736	11830	10674	90.23%	97.34%

An explanation of the figures;

**Number of active employments at 31.03.22** – this is the number NHS Pensions had for your employing authority as at 31.03.22. This will not include any members who joined before this date but where the joiner details were sent to NHS Pensions after 31.03.22.

**Number of updates received** – this is the number of updates we received in the ESR year end run. It does not include updates made through Pensions On Line (POL) or where errors have been cleared and records subsequently updated.

**Number successfully processed** – this is the number of annual updates in the ESR year end run that processed successfully. without any data errors. It does not include updates made through POL or where errors have been cleared and records subsequently updated.

**% success rate before excluded errors removed** – shows the % of your year end updates that processed without generating any data errors.

**Overall % success rate with excluded errors removed** – a number of data errors cannot be avoided by employers. Your final success rate excludes these errors and the success rate % has been uprated to reflect this.

The table below shows the error types and volumes excluded from overall % success rate (with excluded errors removed);

Code	Description	Volume
0056	Whole-time employment overlapping with another employment	638
0173	Yearly hours-sessions not required	36
0197	Amendment-change already recorded but date of change differs	156
8309	Corrupt Service History	5
8310	Corrupt member status details	6
8311	Corrupt Tax History Records	0
8312	Corrupt Hours History Records	0

The table below shows the error types and volumes your year end processing generated that are included in % success rate before excluded errors removed

Inclusive Errors		
0186	No emp found match Emp ID-EA Code and DOC-DOT	162
0420	Earnings, contributions and or worked hours appear low	96
0007	SD No of in put does not agree with SD No in MR	19
8087	Employment already exists for this record.	18
0421	SD55 Received: Member record not updated for previous year	9
0415	Missing Additional Pension Contributions	6
0001	Item out of range	5
8030	No MR found to match input	5

## National Overview

The table below shows the data successfully processed at year end by;

- Percentage rate banding.
- Number of NHS organisations with a data processing success rate in the banding for each year.

From this, you can determine if your organisation is in the higher percentile.

Year	95% & Above	94% - 90%	89% - 80%	79% - 70%	69% - 50%	0% - 49%	Total
2022	322	86	18	4	1	1	432
2021	363	72	13	1	1	3	453
2020	431	51	21	1	2	3	509
2019	438	88	15	2	3	7	553
2018	411	75	22	7	3	7	525
2017	402	108	0	0	0	0	510
2016	404	98	11	3	7	6	529
2015	386	133	8	5	1	6	539
2014	352	135	27	8	3	14	539
2013	189	108	8	12	16	121	454

The table below shows the highest, lowest and average overall % success by organisation size.

From this, you can see how your results compare to other, similar sized organisations. This will show if you are one of the higher performers or below the national average.

Number of NHSPS members	Number of Organisations	Highest pass %	Lowest pass %	Average pass %
15000 or more	16	99.52	88.55	95.17
10000 to 14999	29	99.63	83.32	95.12
5000 to 9999	95	99.86	81.56	95.02
1000 to 4999	102	99.77	70.85	95.56