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11th May 2026

[REDACTED]

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference: Referral of staff overpayments to bailiffs/debt collection agencies

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below. Please accept our sincere apologies for the delay.

Home, Community, Hospital.

FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
<p>1. What this learning comprises.</p> <ul style="list-style-type: none"> a) What review has taken place? b) Who was the most senior trust manager who oversaw any review or learning process? c) What changes have been made? d) What would be done differently now if a member of staff is overpaid by the trust? e) Does the trust now provide staff with a transparent statement on how overpayments have been calculated? f) Has the likelihood of overpayments been reduced and if so, how was this achieved? g) Please disclose any current policy or procedural guidance on the handling of staff overpayments including referrals to bailiffs/debt collection agencies. 	<ul style="list-style-type: none"> a) The Trust carried out a senior management review of how staff overpayments are handled, with a particular focus on ensuring fairness, appropriate oversight, and proportional decision making. b) Chief Financial Officer c) The Trust has strengthened its processes to provide greater oversight, consistency and fairness. All overpayment referrals to debt collection agencies now require Executive review and sign off. In addition, Payroll and Pensions referrals now include multiple contact details, such as email addresses and telephone numbers, so the Trust can use a broader range of contact methods rather than relying solely on a postal address, which may be out of date. d) Please see 1c response. e) Yes. f) Yes - The Trust has introduced several measures to reduce the likelihood of overpayments. These include improved 			

	<p>information sharing and closer working between Payroll, Recruitment, Temporary Staffing, Line Managers, Roster Services, ESR teams and the Medical Workforce. Regular training and clearer guidance are also in place to ensure information is submitted accurately and on time. In addition, the Trust participates in the National Payroll Improvement Programme, which supports continuous improvement through national benchmarking, key performance indicators and shared best practice.</p> <p>g) The Trust manages staff overpayments in line with its established policies.</p> <p>This policy is currently under review and is for future publication. Section 22 provides an exemption for information that is intended to be published in the future. This information will be available via the trust website, you can access the policies via this link https://www.sfh-tr.nhs.uk/about-us/regulatory-information/non-clinical-policies/</p>			
<p>2. As well as an apology to affected staff, has any financial restitution been made to staff who have suffered financial loss as a result of the trust referring them to bailiffs/debt collection agencies for</p>	<p>No payments have been made in respect of debt referrals.</p> <ul style="list-style-type: none"> • N/A 			

<p>overpayments in the last three years?</p> <ul style="list-style-type: none"> If so, what is the total amount that has been paid to staff in restitution of such losses? 																		
<p>3. How much has the trust paid bailiffs/debt collection agencies to recover overpayments to staff in the last three years, and how many referrals does this relate to?</p>	<table border="1"> <thead> <tr> <th>Debt Agencies</th> <th>Date</th> <th>Number of invoices</th> <th>Amount £</th> </tr> </thead> <tbody> <tr> <td>LRC</td> <td>Jan 23 – Feb 26</td> <td>114</td> <td>£10,764.30</td> </tr> <tr> <td>ACT</td> <td>Feb 24 – Feb 26</td> <td>72</td> <td>£5,768.03</td> </tr> </tbody> </table>	Debt Agencies	Date	Number of invoices	Amount £	LRC	Jan 23 – Feb 26	114	£10,764.30	ACT	Feb 24 – Feb 26	72	£5,768.03					
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I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.