

D Spratt

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Our ref: 6621

Information Governance

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Website: www.nhsbsa.nhs.uk

Date: 17 January 2017

Dear D Spratt,

Freedom of information request

I am writing regarding your request for information, which I received on 16 December 2016. In that request, you asked us for the following:

'Please provide copies of all correspondence, communications, emails, telephone notes, documents, and on-line data, between the NHSBSA and the North Middlesex University Hospital NHS Trust (NMUH) between April 2013 and March 2016, in respect of payroll errors and corrections, problems with data quality, incomplete/inaccurate information or late submission of data, and any other payroll matters which NHSBSA had to take corrective action or educate NMUH over.'

Please provide the same categories of information as detailed above that were shared between NHSBA and NMUH's payroll provider, Equiniti.

This is not a request for any confidential information on individual employees. I simply require non confidential (if necessary, anonymised) information regarding:-

- *Payroll errors*
- *Payroll corrections*
- *Problems with data quality*
- *Incomplete information*
- *Inaccurate information*
- *Late submission of data*
- *Other payroll matters which NHSBSA had to take corrective action on or educate NMUH over.'*

I can confirm that the NHS Business Services Authority (NHSBSA) holds information meeting the description specified in your request.

Number of Late/Non-Payments

The NHSBSA's finance team has confirmed that for the time period quoted in your request, the particular trust in question did not have any late or non-payments.

Correspondence

Enquiries could be sent to North Middlesex University Hospital NHS Trust (NMUH) from any team within NHS Pensions if information was required for any transaction.

E-mails or communications are not held centrally or by employer. Any communication with NMUH to query inaccurate or incomplete data (or other relevant information) would be held on the individual member EDM record.

This would mean that to respond to this FOI we would need to visit the individual record for all members with a period of employment with NMUH between April 2013 and March 2016 and review all communication to assess if this was with NMUH and if the reason for the query was within the remit requested above. We would then have to collate and anonymise the data.

We have run a query and identified 4384 members with an employment between 1 April 2013 & 31 March 2016. I estimate the time that this would take as follows;

Average time per member	Hours required
10 minutes	730
15 minutes	1096
20 minutes	1461

As you can see, even with a conservative estimate of 10 minutes per member, it would greatly exceed 18 hours to determine if we hold the information, then locate, retrieve and extract the information if it is held.

Data errors and non-updated records are reported to employers through employer error handling in Pensions Online and employers are expected to monitor and resolve the data errors allocated to them. The Management Information available on data is limited and we only have the volume of errors on hand at any given point in time, by employer (i.e. errors on hand at 07/04/13 = 181, at 06/04/14 = 212) but we do not know how many have been cleared and how many are new errors created in the period. We can also give the split between employer allocated and NHS allocated however, not all data errors reported are due to incorrect data, they may just require a check on member status, eligibility etc or be something the employer could not have avoided such as an overlap with another employer.

Again, the only way to identify communication with NMUH over data errors is through the individual EDM records.

Therefore, I estimate that the cost of complying with your request would exceed the non-central Government limit of £450. The limit has been specified in [The Freedom of Information and Data Protection \(Appropriate Limit and Fees\) Regulations 2004](#) and represents the estimated cost of one person spending 18 hours in determining whether the NHSBSA holds the information, and locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act, the NHSBSA is not obliged to comply with your request and I will not be processing your request further.

You may wish to request this information directly from NMUH, who will only hold pension information about its own staff. They can be contacted at the following e-mail address:

xxxxxx.xxxxxxxxxxxxxxxxxxxxxx@xxx.xxx

Please note that your request and our decision will be published on our Freedom of Information disclosure log at:

https://apps.nhsbsa.nhs.uk/FOI/foiRequestDetail.do?bo_id=6621

Your personal details will be removed from the published response.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of my decision, please write within 6 months of the date of this letter to:

Chris Gooday
Information Governance Manager
NHS Business Services Authority
Stella House
Goldcrest Way
Newburn Riverside Business Park
Newcastle upon Tyne
NE15 8NY

Details of how we will handle your review request are available on our website at:

<http://www.nhsbsa.nhs.uk/Documents/NHSBSACorporatePoliciesandProcedures/DPre-usePSIEIRandFOIInternalReview.pdf>

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally, the ICO cannot make a decision unless you have exhausted the NHSBSA's complaints.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Fax: 01625 524 510
Email: enquiries@ico.gsi.gov.uk

If you have any queries about this letter, please contact me. Please quote the reference number above in any future communications.

Yours sincerely

A handwritten signature in cursive script, reading "CDunn". The letters are fluid and connected, with a large "C" and "D" that are prominent.

Chris Dunn
Information Governance Assistant