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Overpayments can happen for a number of reasons, the most common of which is the late notification of leaver details and contractual changes to Employee Services. Irrespective of the reason for the overpayment however, any pay received by an employee which they are not entitled to receive must be returned.

In accordance with KCC Anti-Fraud and Corruption Strategy, we are required to report to KCC Internal Audit team for investigation, any overpayments where the employee has continued to receive pay they were not entitled to, and made no effort to report the matter to their Manager or Employee Services.

Robust payroll report checking can help to identify overpayments at an early stage, in addition employees are equally responsible for checking their payslips and reporting any incorrect payments without delay.

Once an overpayment has been identified, steps are taken to ensure that it is not repeated, which means correcting the payroll record so that it continues to pay correctly going forward.

If possible the overpaid amount will be recovered from the following months’ pay. If however the overpayment exceeds more than 10% of the net pay, or if there will be insufficient funds to reclaim it from the next pay period, steps will be taken to arrange a repayment plan to ensure that the full value of the overpayment is recovered over a reasonable period.

In the event that a monthly repayment plan is put in place, and there is an outstanding balance remaining at the point an employee leaves our employment, this will be fully recovered from the final pay.

Should an overpayment be identified to an employee who has already left us, we will make every effort to allow the amount to be repaid directly to the payroll department, however where this has not been possible the debt will be passed to the Debt Recovery Team to pursue. This means that once the invoice has been raised, the Debt Recovery Officers will be in contact either by telephone or by a home visit, and the matter could ultimately result in an application to the Small Claims Court.

For more information contact HR Connect: 03000 411110 / 7200 411110 or Email: HRConnect@kent.gov.uk