



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	25 February 2020
TEITL YR ADRODDIAD: TITLE OF REPORT:	Financial Assurance Report
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Huw Thomas, Director of Finance
SWYDDOG ADRODD: REPORTING OFFICER:	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 note the report, and approve the losses and debtors write offs noted within.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	4.4 The Committee's principal duties encompass the following: 4.4.2 Maintain an appropriate financial focus demonstrated through robust financial reporting and maintenance of sound systems of internal control. 5.13 Approve the writing off of losses or the making of special payments within delegated limits.
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	5.15 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:	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Statement	Improve efficiency and quality of services through collaboration with people, communities and partners

Gwybodaeth Ychwanegol: Further Information:	
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, activity recorded in the procurement Bravo system.
Rhestr Termiau: Glossary of Terms:	AP-Accounts Payable AR –Accounts Receivable CF –Counter Fraud COS-Contracted Out Service VAT ECN- Error Correction Notice EOY – End Of Year ERs NI-Employers National Insurance 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 NWSSP-NHS Wales Shared Services Partnership NIC-National Insurance Contribution PID –Patient identifiable data PO –Purchase Order POL –Probability of loss PSP- Public Sector Payment Policy RTI-Real Time Information(transmitted to HMRC from the Payroll system) SLA – Service Level Agreement STA-Single Tender Action VAT-Value Added Tax WRP – Welsh Risk Pool
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg:	UHB's Finance Team UHB's Management Team Executive Team

Parties / Committees consulted prior to Audit and Risk Assurance Committee:	Finance Committee
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Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Financial implications are inherent within the report
Ansawdd / Gofal Claf: Quality / Patient Care:	Risk to our financial position affects our ability to discharge timely and effective care to patients
Gweithlu: Workforce:	Overpayments are reported within this report.
Risg: Risk:	Financial risks are detailed in the report.
Cyfreithiol: Legal:	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.
Enw Da: Reputational:	Adverse variance against the UHB's financial plan will affect our reputation with Welsh Government, the Wales Audit Office, and with external stakeholders
Gyfrinachedd: Privacy:	Not Applicable
Cydraddoldeb: Equality:	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.

Figure 1: Compliance requirements for the Audit and Risk Assurance Committee		
Compliance requirement	Reporting	Frequency
Scheme of delegation changes	<ul style="list-style-type: none"> • Exception reporting for approval 	As and when
Compliance with Purchase to Pay requirements	<ul style="list-style-type: none"> • Breaches of the No PO, No Pay policy • Aged payable analysis (over 3 month delayed and £10k in value) for noting • Waivers of Standing Financial Instructions for noting • Public Sector Payment Policy (PSPP) compliance • Invoices on Hold • Tenders awarded for noting • Single tender action 	Quarterly
Compliance with Income to Cash requirements	<ul style="list-style-type: none"> • Aged receivable analysis (over 3 month delayed and £10k in value) for noting • Overpayments of staff salaries and recovery procedures for noting 	Quarterly
Losses & Special payments and Write offs	<ul style="list-style-type: none"> • Write off schedule • Approval of losses and special payments 	
Compliance with Capital requirements	<ul style="list-style-type: none"> • Scheme of delegation approval for capital 	Following approval of annual capital plan
Compliance with Tax requirements	<ul style="list-style-type: none"> • Compliance with VAT requirements • Compliance with employment taxes 	Quarterly
Compliance with Reporting requirements	<ul style="list-style-type: none"> • Changes in accounting practices and policies • Agree final accounts timetable and plans • Review of annual accounts progress • Review of audited annual accounts and financial statements 	Annually
	<ul style="list-style-type: none"> • Statement of assurance from the Finance Committee 	Quarterly

Financial Assurance Report

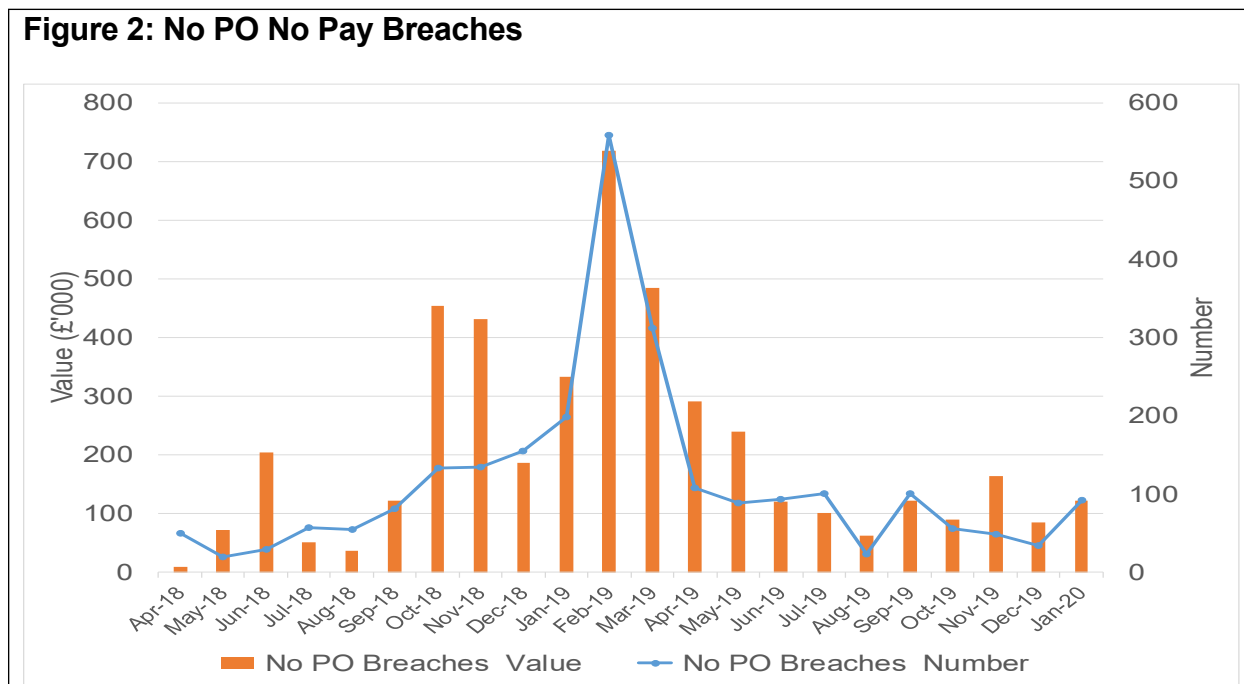
2.1 Scheme of delegation changes

- No 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 received through the Oracle system.
- Figure 2 below illustrates the numbers and value of breaches against the No PO No Pay policy. This consisted of 126 breaches totalling £208k between the months of December 2019 – January 2020, the cumulative outstanding position as at end of January 2020 was 246 breaches, £569k in total (30th November position was 279 breaches, £412k in total).

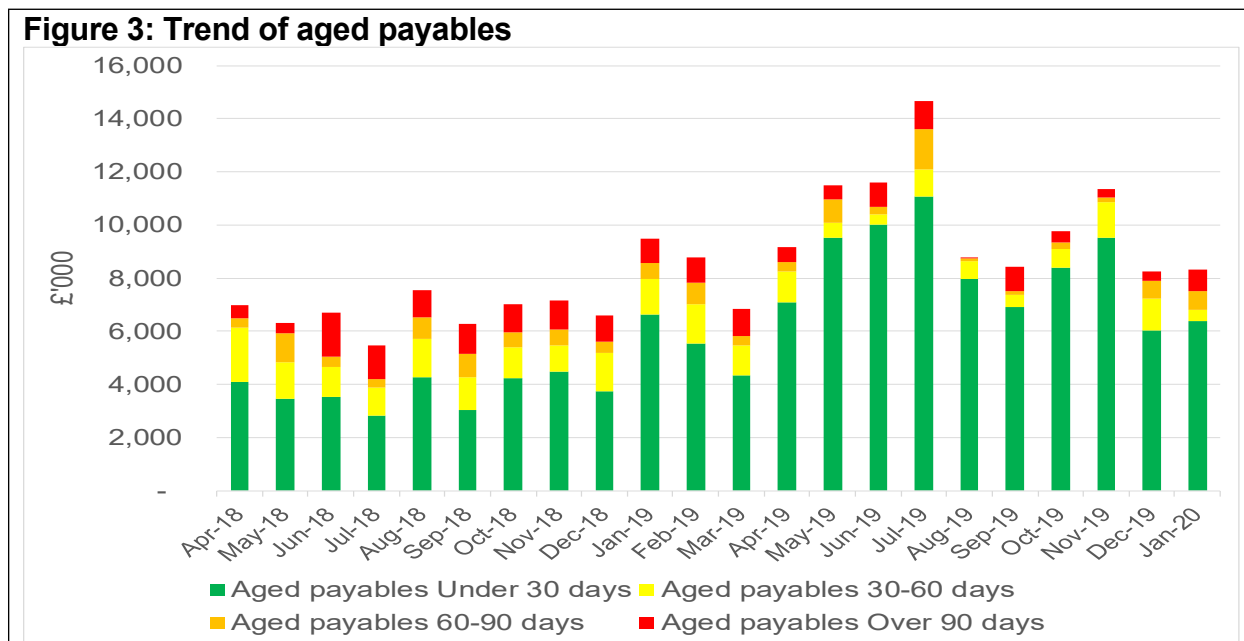


- The December 2019 meeting of ARAC was alerted to one issue which, due to timescales for submission of papers, it had not been possible to include in the report. This relates to a team within the UHB not following due process for procurement of training.
- A clinical team arranged their own training out with the Workforce & Organisational Development department (WOD) and with a retrospective Requisition. This was processed by the Procurement team (as it was approved) but should have been rejected and referred to WOD. There are now clear instructions to the Buyers that no Requisitions for training are to be processed without acknowledgement that WOD have seen and approved it.
- As this is a breach of the No PO No Pay policy, the Procurement Department will advise the Committee in future of any confirmations/retrospective requisitions for training.

Financial Assurance Report

2.2.2 Aged payable analysis

- The Health Board's Aged payable trend analysis is shown in the Figure 3. Appendix 3 includes details of the payables in excess of £10,000 and 3 months, and demonstrates the actions which have been taken to resolve these issues.
- As at 31st January 2020 there were £8.3m of unpaid supplier invoices in the Oracle financial ledger system (£11.4m at the end of November 2019), of these, £1.9m were over 30 days old, representing 23% of the overall outstanding number of invoices (£1.8m, 16% at the end of November 2019).



2.2.3 Public Sector Payment Policy (PSPP) compliance

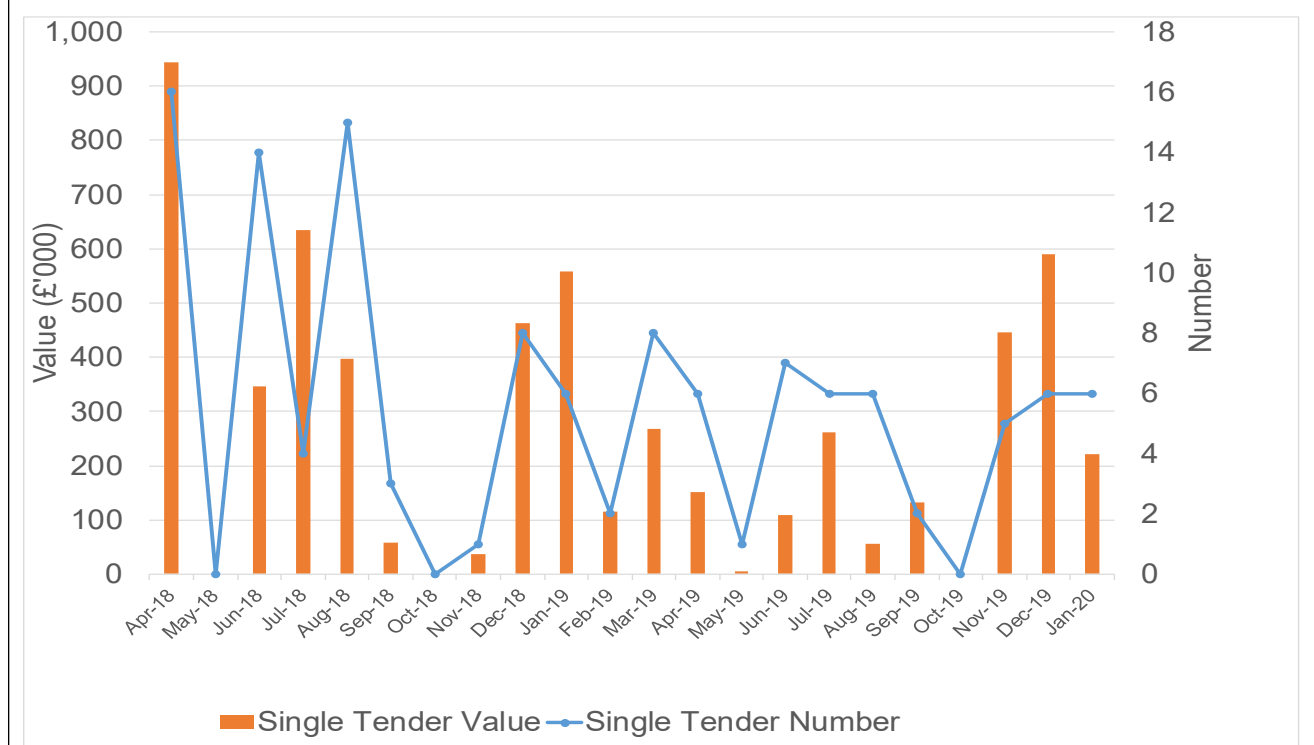
- The Health Board achieved its PSPP target of 95% of its non NHS invoices being paid within 30 days in January 2020 with 96.13%, cumulative position of 96.92%.

2.2.4 Single Tender Actions

- The use of single tender waivers is carefully managed and controlled by the Health Board.
- There were 7 Single Tender Actions (in excess of £25,000) approved in the period from 1st December 2019 to 31st January 2020 totalling £735,399 as detailed in Appendix 1.
- The graph below (Figure 4) shows the trend of all Single Tender Actions approved from April 2018 to 31st January 2020.

Financial Assurance Report

Figure 4: Numbers and value of Single Tender Action



2.2.5 Tenders awarded

- There were 10 competitive tenders awarded locally during the period from 1st December 2019 to 31st January 2020, totalling £9.5m, details of which can be seen in Appendix 2.

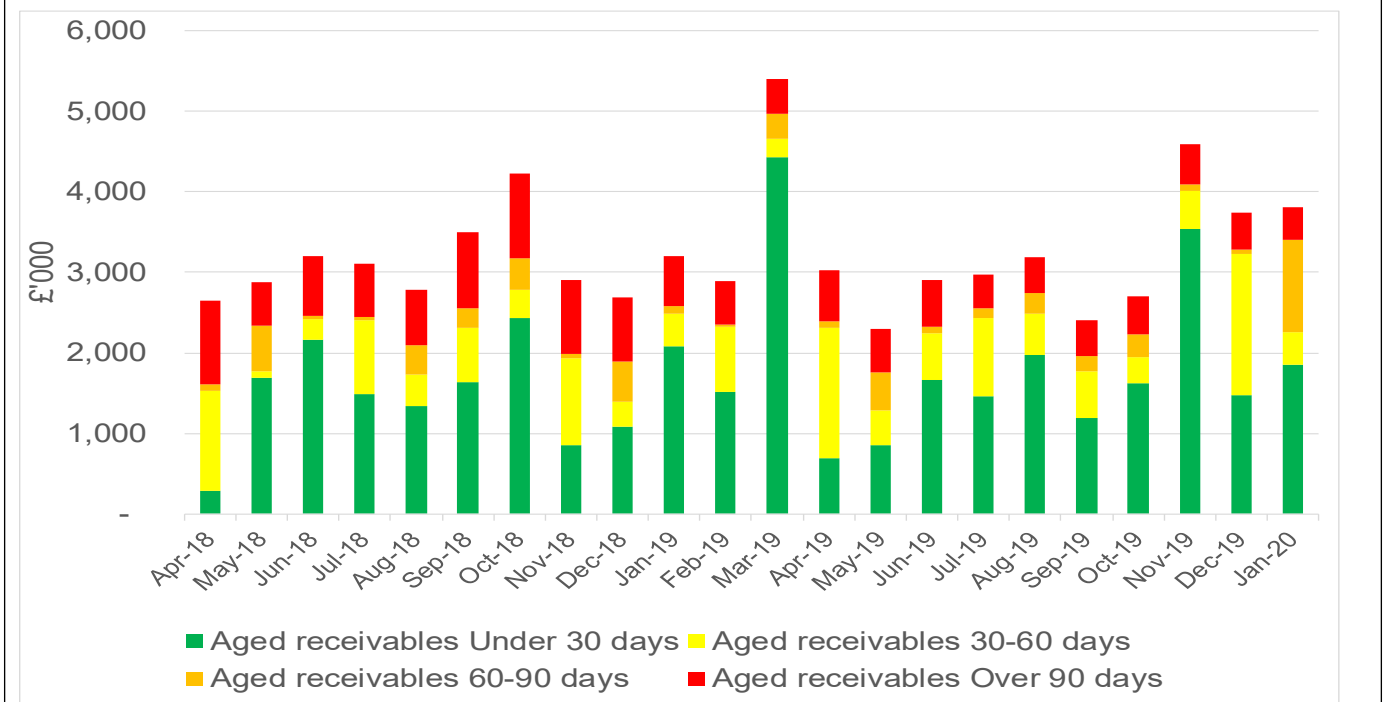
2.3 Compliance with Income to Cash

2.3.1 Aged Receivables

- As at the end of January 2020 there was £3.8m (30 November 2019 £4.6m) of debt owed to the Health Board, of this £1.9m (49%) (30 November 2019 £3.54m, 77%) is under 30 days old
- Appendix 4 includes details of the receivables in excess of £10,000 and 3 months and demonstrates the actions which have been taken to resolve these longstanding issues.
- The trend of aged receivables is illustrated in Figure 5. Debts in excess of 90 days up to 31st January 2020 amounted to £0.4m (30 November 2019 £0.5m). Of this sum, £0.181m is being managed on our behalf by our debt recovery agency, CCI. A sum of £24,315 is being repaid directly to the Health Board by instalment or salary deduction.

Financial Assurance Report

Figure 5: Trend of aged receivables

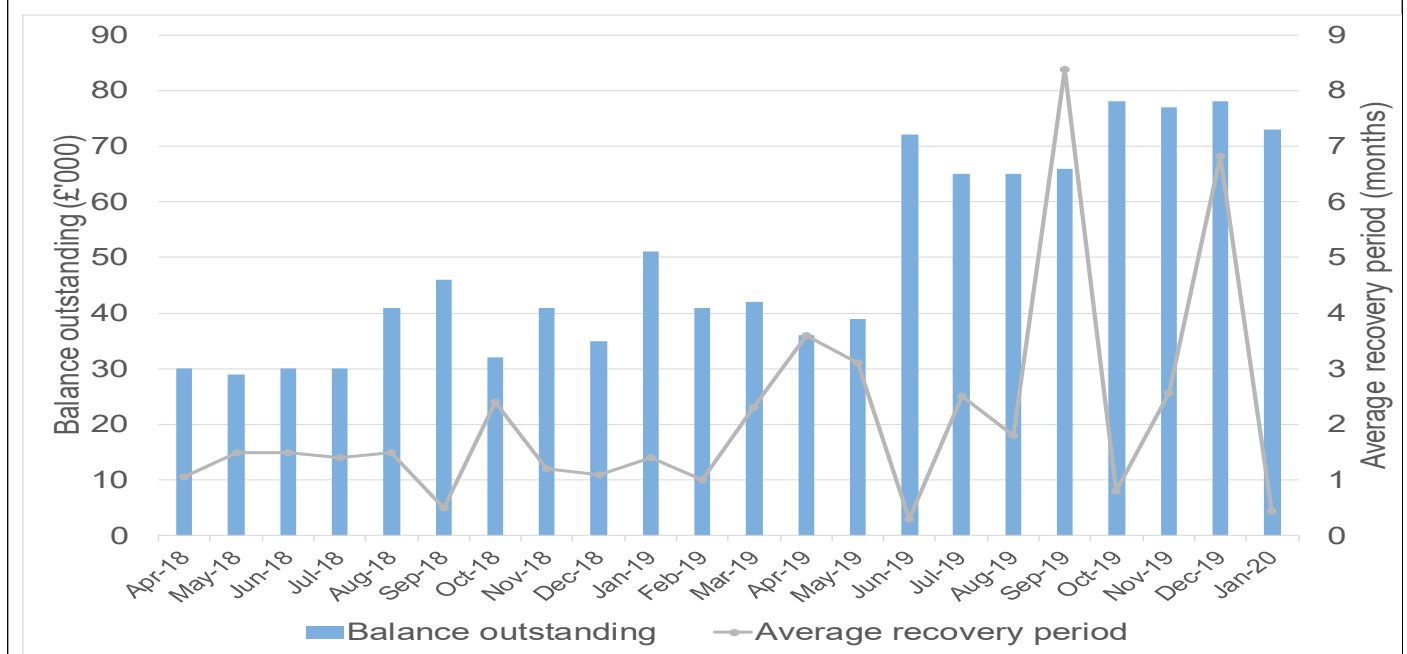


2.3.2 Overpayment of Salaries

- The Health Board has a duty to ensure that staff are paid appropriately, and that overpayments are not incurred. However, these do occur from time to time. In that context, it is imperative that any overpayments are collected over a reasonable timeframe to not introduce a significant risk to the Health Board’s financial recovery.
- Appendix 6 shows the numbers and value of overpayments recovered in the period December 2019 – January 2020.
- The graph below (Figure 6) 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. January 2020 has seen a reduction in overpayments and a reduction in the average recovery period; which shows that we are recovering income quicker, when compared with November 2019, reflected in the graph below.

Financial Assurance Report

Figure 6: Trend of aged overpayments and recoveries



The Overpayments Task & Finish group met on 22nd January 2020 with representation from Finance, Payroll, ESR and Counter fraud. The updated actions are as follows:

- The Health Board has been advised that the All Wales Overpayment policy being developed by NWSSP is not forthcoming; this is key to ensuring stronger controls are in place. The Task & Finish group is now in the process of reviewing other Health Boards' processes, with a view to preparing a draft Hywel Dda University Health Board policy by March 2020.
- Work has commenced on developing a resource pack, to ensure all forms / links to forms are easily accessed, and that there is clear signposting and clarity around the termination process. This will eliminate the use of paper forms which can contribute to duplicate payments and errors.
- Further work has been undertaken to prepare a Managers Communication List, comprising of managers with Manager Self Service (MSS) in ESR, to allow reminders to be distributed.
- Work is ongoing between Hywel Dda and NWSSP around developing electronic forms to roll out in March 2020. An issue has been identified with regard to the Health Board's roll out of Office 365; however, this is not likely to defer roll-out.
- Overpayments are in future to be reported to the Directorate Performance Reviews to ensure there is increased accountability. Payroll will share a report of 'repeat offenders' on a monthly basis with Finance for inclusion in reporting packs.

2.4 Losses and Special payments for approval

- Losses and special payments require the Audit & Risk Assurance Committee's approval, given their contentious nature. These are outlined in Appendix 5.
- Losses and special payments amounting to £88,379 have been made for the period 1st December to 31st January 2020. The largest value items relate to the writing off of pharmacy products £46,540 and write off of debt in relation to an overseas patient £39,404.

Financial Assurance Report

- Expired pharmacy stock was the main reason for pharmacy write offs. The bulk of the figure was attributable to Withybush pharmacy, £32,160. Other than general expiry of drugs there were an instance during this period, a loss of £13,096 due to the failure of a chemotherapy fridge
- The debt in relation to the overseas patient had been reported previously as part of Appendix 4, Receivables over £10k and 3 months. It had been referred to CCI and pursued by them since 2016. Despite CCI efforts they have been unable to collect payment, unable to establish contact with the customer who was last known to be in Germany. CCI conducted a credit and address report, but the customer cannot be traced in Germany. CCI have advised that they have exhausted all efforts and there is no alternative for them other than to recommend for write off and to close the file.

2.5 Compliance with Capital requirements

- No issues to report.

2.6 Compliance with Tax Requirements

2.6.1 Compliance with VAT Requirements

- An update on the existing issues regarding VAT is set out in the following table:

Key VAT issue	Update
HMRC 2018-19 COS VAT recovery review	No progress has been made in respect of this item since the last Committee due to there not being a mutually acceptable method for transferring the requested confidential data from HDdUHB to HMRC. HMRC are looking into providing a dispensation for NHS Wales' Secure File Sharing Portal so that the review can resume.
HMRC Accounts Receivable inspection	<p>An assessment in the amount of £119,443, including interest of £5,415, in respect of under-declared output tax has been received, bringing HMRC's Accounts Receivable VAT inspection to a conclusion. The liability has been paid in full.</p> <p>A VAT income guide and questionnaire has been drafted internally which will need to be completed by anyone raising an RRB for staff recharges and similar costs, this will help clarify the process and minimise future exposure.</p>
Home Technology Salary Sacrifice scheme (closed schemes)	<p>The Health Board continues to await the final assessment and payment request from HMRC in respect of underpaid VAT amounting to circa. £58,000 which the Health Board should have accounted for on the value of assets deemed to have been transferred to employees under the scheme. A further status update was requested in December 2019, no response has been received to date.</p> <p>Internally, the Benefits managers (who administer the Home Technology scheme) are currently preparing a whole process document setting out all stages of administration of the schemes. This will ensure that steps are not missed in future.</p>

Financial Assurance Report

Key VAT issue	Update
Capital Front of House Scheme (Bronglais Hospital)	<p>There are no updates in respect of this issue since the last report.</p> <p>The Health Board will next prepare a final scheme VAT calculation for HMRC's review following the finalisation of the scheme's accounts.</p>

2.6.2 Compliance with Employment Tax Requirements

- An update on the key current issues within Employment Taxes is set out in the following table:

Key Employment Tax issue	Health Board response and mitigating action
Issues with Payroll transmitting RTI information to HMRC	<p>The Health Board has overpaid PAYE tax due to an imbalance which arose from an aged interface error between HMRC and the Health Board's payroll software provider IBM. It is understood that the matter is not currently being progressed due to the recent disbanding of the HMRC team dealing with the issue.</p> <p>The Health Board as expressed its dissatisfaction at this situation to its HMRC Customer Compliance Manager and has requested that HMRC repay the overpayment in question to the Health Board while the issue is being resolved. The Health Board awaits HMRC's response.</p>
Due diligence review of net deduction leased car schemes	<p>As recommended in the findings of a review carried out by the Health Board's tax advisors, the Health Board is in the process of updating the wording within documentation relating to its net deduction lease car schemes in order to make some terms clearer. A further internal review has since commenced into the tax treatment of additional payments/repayments made by/to scheme users following mileage reviews. External advisor opinion has also been sought. Once concluded, the update of lease car scheme wording will resume.</p>
Termination payments	<p>In line with the Health Board's action plan, HMRC made a request for information in respect of all settlement payments made to employees in 2018/19 for the purpose of checking the Health Board's adherence to recent changes to legislation concerning Termination Payments.</p> <p>HMRC has confirmed, on 17th January 2020, that it has no further questions on this particular issue, thus bringing this item to a conclusion.</p>

Financial Assurance Report

Key Employment Tax issue	Health Board response and mitigating action
Home Technology Salary Sacrifice scheme (closed schemes)	<p>The Health Board has made a voluntary disclosure in respect of three schemes for which it did not report a transfer of asset benefit on forms P11D for scheme participants in respect of the 2017/18 tax year and earlier.</p> <p>HMRC has calculated the Health Board's final liability as a result of this disclosure as being a total of £29,535.10, which includes interest of £410.10. The Health Board agrees with this amount and has been paid in full. We now await the closure notice which will bring this item to a conclusion.</p>

2.7 Compliance with Reporting requirements

- **Statutory Accounts 2019-20** – the date for submission of the draft accounts has been changed from midday Friday 1st May 2020 to 5pm Tuesday 28th April 2020. The change in submission date is the result of a request from Wales Audit Office which was agreed by Welsh Government. The draft manual of accounts was issued by Welsh Government in December 2019, the final version is to be issued mid March 2020. The date for submission of the final accounts is midday 29th May 2020.
- **IFRS 17** – The International Accounting Standards Board (IASB) has issued IFRS 17 Insurance Contracts. This standard redefines what constitutes an insurance contract. At the last meeting of the All Wales Technical Accounting Group on 15th November 2019 it was agreed that the TAG sub-group – “New IFRS Implementation” would reconvene to start to identify the impact on NHS Wales. Implementation of the new standard is not until January 2022. There are no plans for the group to meet before submission of the accounts in May.
- **Task and Finish Group IFRS 16** – Work is still underway in relation to the impact of IFRS 16. Welsh Government required all Health Boards to submit a return with an assessment of the potential budgetary impact of IFRS 16 by 17th January 2020. This assessment will allow Welsh Government to understand the potential impact on the capital departmental expenditure limit (CDEL) and revenue departmental expenditure limit (RDEL). The Health Board is awaiting clarity from Welsh Government on how they propose to deal with the technical adjustments required to implement IFRS 16.
- **Standing Financial Instructions (SFIs)** – SFIs are issued by Welsh Government to all NHS organisations, these were last updated in 2014. The Health Board has been working as part of the All Wales SFI reference group (led by Programme Lead, NWSSP Finance) to update the SFIs. This work has now been completed and will be submitted to the Main Steering group for endorsement at the meeting on 19th February 2020.

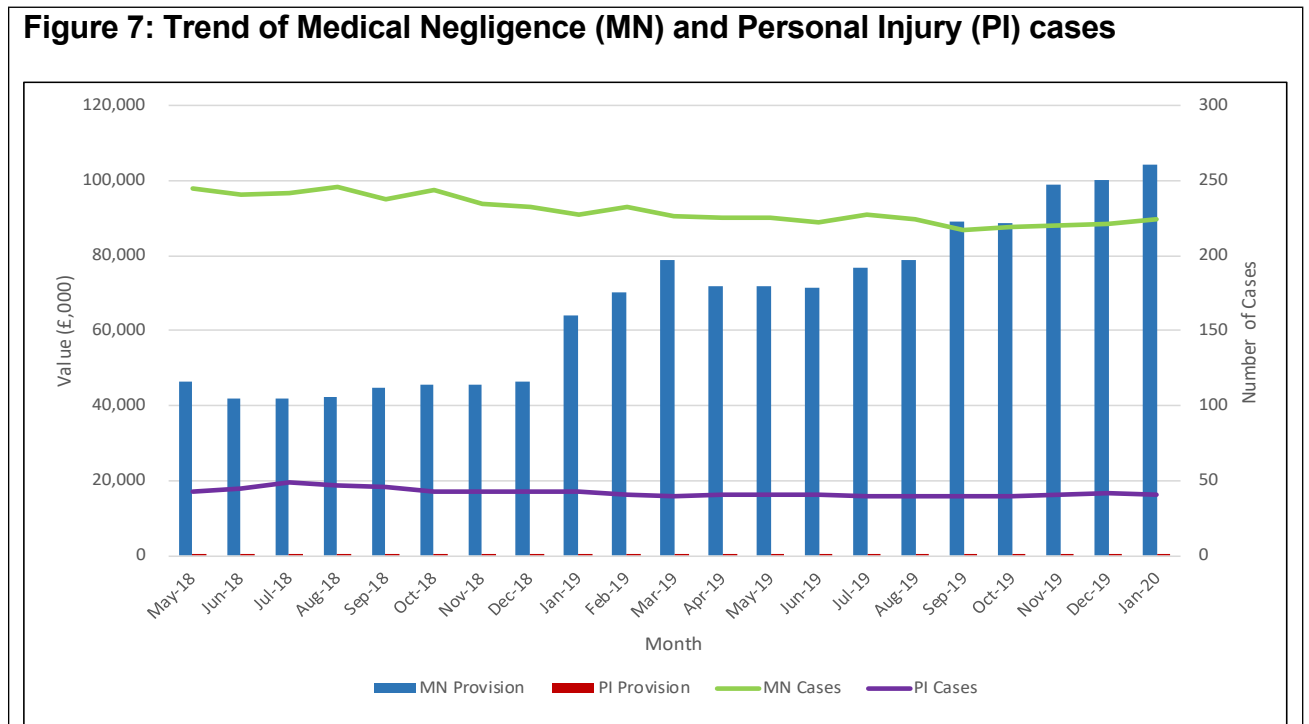
2.8 Medical Negligence cases and Personal Injury

- The Health Board's medical negligence and personal injury cases are managed through NWSSP Legal. As at the end of January 2020, as reported via NWSSP Legal, the number of cases and level of provision are as follows:

Financial Assurance Report

	No of cases	Level of provision
Medical negligence	224	£104.1m
Personal injury	41	£0.5m

- The graph below (Figure 7) illustrates the level of Medical Negligence (MN) and Personal Injury (PI) provisions for a rolling year, from May 2018 onwards. The level of provision increased by £5.3m in the period November 2019 to January 2020. The main reason for this increase was due to changes in the Probability of Loss (POL) from POL 3 to POL 1. For one case this change resulted in an increase of £4m.



- The Health Board is liable for the first £25,000 for all cases, the value of the remaining balance of each case is dealt with by Welsh Risk Pool who have an annual revenue allocation from Welsh Government. In the event that the annual revenue allocation is not sufficient to meet the value of forecast in year expenditure, then the excess will be subject to an agreed risk sharing arrangement with NHS bodies. The risk share has been invoked in 2019/20 and for Hywel Dda this is £1.041m.

3.1 Recommendations

The Committee is asked to note the report and approve the losses and special payments and write off irrecoverable debts noted in the report.

Appendix 1: Single Tender Actions (in excess of £25,000)

Ref	Period covered by this report:		1 Dec 2019	31 Jan 2020	Justification provided
	Supplier	Value (£)	One-off or Period	Department	
HDD475	Oxford Diagnostics	£45,000	One off	Public Health	This is in response to the TB outbreak control programme in Llwynhendy. The phase 2 screening is required for continuity as a follow up from the work in June 2019, Oxford Immunotec will again provide the phlebotomy and laboratory services.
HDD483	Royal College of General Practitioners (RCGP)	£96,000	4 months	Primary Care	RCGP offer a package of expert professional advice, support and peer mentoring from senior GPs, practice managers and nurse practitioners with specialist expertise in quality improvement, coordinated by the RCGP.
HDD488	Medical Imaging Systems Ltd	£198,000	One off	Radiology PPH	The Shimadzu general X-ray equipment in PPH Radiology Dept requires urgent replacement as it was installed 14 years ago. The recommended lifespan for general equipment is 10 years. This room is used 24 hours per day, 7 days a week for minor injuries and urgent medical admissions. A planned replacement is required before an unplanned failure causes major service disruption.
HDD489	Medical Imaging Systems Ltd	£198,000	One off	Radiology WGH	The GE Proteus general X-ray equipment in WGH Radiology Room 2 requires urgent replacement as it was installed 12 years ago. The recommended lifespan for general equipment is 10 years. This room is used 24 hours per day, 7 days a week for inpatients, outpatients and urgent medical admissions. A planned replacement is required before an unplanned failure causes major service disruption.
HDD490	Siemens Healthcare	£78,091	12 months	Blood Sciences	Renewal of maintenance contract – The Advia 2120i are high throughput fully automated Haematology analysers. These analysers provide GGH and PPH with the capability to perform Full Blood Count (FBC) analysis for the entire Carmarthenshire region. The Centralink system is the IT middleware required to

Appendix 1: Single Tender Actions (in excess of £25,000)

					transfer FBC results in to the Laboratory LIMS system. All these analysers are required to provide a complete Haematology Service at both GGH and PPH which is an essential element of the Pathology Service and the maintenance of these analysers is essential in ensuring the robustness of this service.
HDD491	Vobis	£28,000	On going	Medical Recruitment	Previously Vobis advised they were included on the HTE framework, and had been previously used since 2017 prior to the introduction of the No PO No Pay policy for the supply of permanent recruitment doctors. Medacs have been unable to source all of the doctors required in hard to fill areas. Vobis currently sub contract onto the Health Trust Europe (HTE) Framework under Health Care Business Solutions who are on the framework. Vobis have advised that they have applied to be on 2 frameworks in March and May 2020.
HDD493	eConsult	£92,308	12 months	Primary Care	eConsult is the largest provider of online consultation to the NHS. They are clinically led and use their sector experience placing risk mitigation as the highest profile activity (for both practice and patient). A key element here is the use of intelligent red flagging to intercept and redirect patients that present with clinically urgent symptoms that they themselves may not recognise as clinically urgent.
TOTAL		£735,399			

Appendix 2: Competitive Tenders awarded

Ref	Period covered by this report:		1 Dec 2019	31 Jan 2020	Reason for tender
	Supplier	Value (£)	One-off or Period	Department	
HDD-ITT-43311	Lewis Construction	£43,670	12 months	Estates	Minor Works Doctors Residence
HDD-ITT-43689	Medled	£70,000	2 years	Workforce	Human Factors Training
HDD-MIN-43677	BMI Werndale	£241,700	11 weeks	Unscheduled Care	Outsourcing ENT & General Surgery
HDD-SBS-38276	BMI Werndale	£734,175	11 weeks	Unscheduled Care	Outsourcing Orthopaedic Surgery
HDD-OJEULT-42205	Neat Teeth Orthodontics	£3,694,740	7 years	Primary Care	Orthodontic Service - Carmarthenshire East
HDD-OJEULT-42205	Quayside Orthodontics	£1,425,655	7 years	Primary Care	Orthodontic Service - Carmarthenshire West
HDD-OJEULT-42205	Quayside Orthodontics	£1,432,970	7 years	Primary Care	Orthodontic Service - Pembrokeshire South
HDD-OJEULT-42205	Quayside Orthodontics	£894,355	7 years	Primary Care	Orthodontic Service - Ceredigion South
HDD-DCO-HTE-21948-18	Softcat	£924,343	4 years	Workforce	Allocate e-Rostering System
HDD-DCO-HTE-21948-20	Softcat	£120,670	3 years	Workforce	Allocate e-Job Plan
TOTAL		£9,582,278			

Appendix 3: Payables in excess of £10,000 and 3 months

	Period covered by this report:		1 Dec 2019	31 Jan 2020	
Ref	Supplier	Value (£)	Date raised	Dispute	Progress to resolve
1	Becton Dickinson Dispensing	19,444.31	01/05/2019	No	Under the No PO No Pay policy, awaiting a PO being raised by the Service manager, Procurement are currently chasing supplier.
2	Carmarthenshire County Council	50,000.00	08/03/2019	Yes	Still in dispute. The department will not approve for payment until a credit is agreed
3	Cygnnet Healthcare Ltd	16,968.00	10/10/2019	Yes	In dispute. The service manager is refusing to pay the invoice as Cygnnet delayed treatment to the patient. Further discussions are being held between the service and supplier
4	Johnson & Johnson Medical Ltd	29,250.00	08/04/2019	No	Agreement reached for a part credit. Credit awaited and is being chased with the Service Manager
5	Margaret Street Practice	13,450.00	25/10/2019	No	Under the No PO No Pay policy, awaiting a PO being raised by the Service manager
6	Medtronic Ltd	68,700.00	17/10/2019	No	The Purchase order raised was not sufficient in value to cover the invoice value, the Service manager has been asked to increase the Purchase order value.
	TOTAL	197,812.31			

Appendix 4: Receivables in excess of £10,000 and 3 months

Ref	Period covered by this report:		1 Dec 2019	31 Jan 2020	Progress to resolve
	Supplier	Value (£)	Date raised	Dispute	
1	Ex staff	10,273.88	07/10/2019	No	All attempts at recovering the debt internally have failed. Referred to CCI in January 2020
2	Ex staff	19,389.85	05/06/2019	Ex fraud case	CCI recently sent letter to the ex-employee and the debt is still under dispute. Next step is legal action
3	Ex staff	14,261.75	15/08/2017	Ex fraud case	CCI are analysing all documentation recently provided by the Fraud Team January 2020
	TOTAL	43,925.48			

Appendix 5: Losses and Special Payments for approval

Ref	Losses and Special Payments Category	Value (£)	Explanation
	Period covered by this report:	1 December 2019 to 31 January 2020	
1	Overpayment of salary	36.37	All efforts to recover internally have been exhausted. Below threshold to refer to external debt collectors
2	Salary sacrifice	1,414.12	CCI have advised that customers Debt Relief Order has been discharged.
3	Fees for Category II	63.10	All efforts to recover internally have been exhausted. Uneconomical to pursue this value via external debt collectors
4	Doctors Accommodation	69.00	All efforts to recover internally have been exhausted. Uneconomical to pursue this value via external debt collectors
5	Hearing aid	68.00	All efforts to recover internally have been exhausted. Uneconomical to pursue this value via external debt collectors
6	Hearing aid	68.00	All efforts to recover internally have been exhausted. Uneconomical to pursue this value via external debt collectors
7	Overpayment of salary	79.31	All efforts to recover internally have been exhausted. Uneconomical to pursue this value via external debt collectors
8	Overpayment of salary	44.37	All efforts to recover internally have been exhausted. Uneconomical to pursue this value via external debt collectors
9	Overpayment of salary	21.50	All efforts to recover internally have been exhausted. Uneconomical to pursue this value via external debt collectors
10	Overseas Patient	39,404.23	CCI have failed to make contact with this customer and have exhausted all routes of recovery.
11	Ex Gratia	40.00	Damaged jacket
12	Ex Gratia	102.00	Loss of earnings and transport costs due to cancelled surgery
13	Ex Gratia	20.50	Patients travelling costs incurred through cancellations
14	Ex Gratia	401.58	Late payment charge for NHS pension invoice 2000002157
15	Ex Gratia	6.50	Patients travelling costs incurred through cancellations
16	Pharmacy wastage	46,540.78	Expired drugs in Pharmacy
	Total Losses (for approval)	88,379.36	

Appendix 6: Overpayment of Salaries

Period covered by this report: 1 December 2019 – 31 January 2020			
Ref	Reason for Overpayment	Value (£)	Number of invoices
1	Over entitlement of leave on termination	164.11	1
2	Timing issue due to termination mid-month	2,518.53	8
3	Overpayment of bank hours	343.44	1
		3,026.08	10