

APPENDIX 'C'

SHQ - Hutchinson, Jayne

From: Wisdom, Julie
Sent: 06 March 2008 15:45
To: SHQ - Hutchinson, Jayne
Subject: RE: B [REDACTED] Draft letter

Attachments: original info received.pdf; revised info received.pdf; B [REDACTED] overpayment schedule.xls

Hi Jayne

Attached is the information received from the DWP for Mr B [REDACTED]. With regards to the draft letter please look at the 'original info received' document as you will see that DWP did provide details of the Industrial injuries benefits, however upon contacting them twice they advised up that it was included in the figures quoted under REA (Reduced Earning Allowance). Following our second phone call the lady we spoke to advised us she would send us a copy of the letter sent to Mr B [REDACTED]. It was at this stage that her error was highlighted.

I also attach a revised schedule, which includes the injury pension calculations and breaks down the overpayment between what was due and paid.

If you need any further details please let me know

Regards

Julie



original info received.pdf (92 ...



revised info received.pdf (75 ...



B [REDACTED] overpayment schedule.xls...

From: SHQ - Hutchinson, Jayne
Sent: 06 March 2008 10:38
To: Wisdom, Julie
Subject: FW: B [REDACTED] Draft letter

Hi Julie

C you please have a look at this letter and verify that the contents are accurate. I am currently going through Mr B [REDACTED] personal file, for examples of letters and will let you see.

Brendan is happy to send this out on his behalf, so if you could just let me know when you have checked i will arrange for it to be issued.

Thanks very much.

Jayne Hutchinson
Human Resources Manager
01772 866841

<< File: SHQ - Hutchinson, Jayne.vcf >>

From: SHQ - Hamilton, Brendan
Sent: 05 March 2008 14:29
To: SHQ - Hutchinson, Jayne
Subject: B [REDACTED] Draft letter

Jayne

Attached is a rough draft as I am unclear of what has now been received from DWP and the circumstances. Can you review content with Julie and get all relevant correspondence from DWP copied to go out with letter

BH << File: E letter.doc >>



Mr R R B

Upon receipt of information from DWP Lancashire Pensions Services sought clarification of amount of benefit being paid due to details on the form. DWP advised Mr B was currently receiving £ 52.68 for Industrial Injuries and Reduced Earning Allowance. LPS phoned DWP again to confirm details after meeting with MR B. DWP confirmed details as previous and advised that Mr B had asked them for details of benefits received and they would fax a copy of the letter they had issued to him. 10 minutes later LPS received a phone call from DWP and the lady explained she had filled in the original form and had now realised that the information given on the form, and the subsequent phone calls, was incorrect. Mr B currently receives £52.68 for Reduced Earnings Allowance and £26.34 for Industrial Injuries benefit.