

29th October 2019

Deputy Joan Burton
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2

Email: joan.burton@oireachtas.ie

PQ 42829/19 To ask the Minister for Health the average time for the commencement of the payment of pension following retirement of staff within the HSE; the number of applicants that have to wait three months or longer for payment of their pension; the number of pension applications currently in arrears; and if he will make a statement on the matter.

Dear Deputy Burton,

The average time for the commencement of the payment of pension following retirement of staff within the HSE is calendar 74.24 days. The number of working days in this time period is approximately 52.

This was based on a reference period covering the 12 months from 01/10/2018 – 30/09/2019

The number of applicants that had to wait three months or longer in the reference period for the payment of their pension was 507. These are largely complex cases and some of the main reasons for the delay are as follows:-

- Late notification that the employee has retired
- Incomplete or absent retirement forms / certificates etc.
- Delay in verifying employee's service across different functions / locations around the country.

All Health Service Executive employees have the right to give one month's notice of their intention to retire once they attain the minimum retirement age and late last year the maximum retirement age for specific employees has been extended to 70. The only visibility of pension applications in arrears will be when we receive their retirement application form and reference the date on same to their date of retirement.

In May 2017 the HSE launched an improvement programme in pensions. This programme aims to improve services to pensioners inclusive of reducing our processing times.

I hope this clarifies the position.

If you require any further information please do not hesitate to contact me.

Yours sincerely

Eithne Fox
Assistant National Director HBS HR