

07th December 2020

Deputy Peadar Toibin
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2

Email: Peadar.Toibin@oireachtas.ie

PQ 38676 / 20 – To ask the Minister for Health the length of the backlog in processing pensions in each regional Health Service Executive for retired HSE employees; the actions he is taking to speed up the process; and if he will make a statement on the matter.

Dear Deputy Toibin,

Thank you for your query in relation to backlog in processing pensions.

I can confirm that the following delays exist in some legacy health board areas as follows:-

| Former Legacy Health Board | Delay(days) |
|-----------------------------------|--------------------|
| North West | 10 days |
| Eastern | 60 days |
| Midland | No delay |
| Midwest | No delay |
| North East | 10 days |
| South East | No delay |
| South West | No delay |
| West | No delay |


The industry standard for processing of pension benefits paid to the employee is less than two calendar days from the retirement date.

In the areas that are not currently meeting the industry standard we are:

- Applying extra resources to improve the turnaround times,
- Re- engineering the business processes in the affected areas,
- Approving overtime in specific areas where working additional time will improve the processing time,
- Encouraging employees / line managers to notify us of their impending retirements as soon as possible.

I trust this clarifies the position for you. If there is anything further you require in relation to this please do not hesitate to contact me.

Yours sincerely,



Eithne Fox
Assistant National Director HBS HR