

**From:** [REDACTED]  
**Sent:** 13 December 2013 16:31  
**To:** [REDACTED]  
**Cc:** [REDACTED] Army PersAdmin-Mailbox  
(MULTIUSER)  
**Subject:** 20131213\_D Pers Admin\_4.6.5\_RA FRI Recovery\_R

**Attachments:** 20131125\_D Pers Admin\_4.6.5\_RA FRI Recoveries\_RS.xls;  
20131125\_D Pers Admin\_4.6.5\_RA FRI Discharged Recoveries\_RS.xls;  
20131213\_D Pers Admin\_4.6.5\_RA FRI Recovery Text\_R.doc  
File 4.6.5

Dear Colonel,

### **ROYAL ARTILLERY FINANCIAL RETENTION INCENTIVE OVERPAYMENTS**

Having briefed DG Pers and received approval from Regtl Col RA D Pers Admin has now instructed SPVA to recover payment of the RA FRI from the personnel listed in the attached spreadsheets. You have previously received these lists and I am sending them again as confirmation of the individuals.

SPVA will now, as previously briefed, process these recoveries for serving personnel and will initiate recovery action in accordance with JSP 754 Ch 2 S.6. The recoveries will appear, net of tax and NI, as Net Public Debts on pay statements issued at the end of Jan 14. SPVA will automatically suspend the debt until Apr 14 to provide individuals with the opportunity to raise a case through SPVA Recoveries and Write-Offs (R&WO) stating why they should not or cannot pay back the overpayment (if they decide to do so). Where the individual accepts the overpayment (or their case is unsuccessful) the debt will be recovered at a rate of 4 days gross pay per month.

I will send direction to the RAOs of all affected personnel in early Jan 14 giving full details of the recovery, including the background, with clear guidance on the advice to be given to personnel regarding repayment and where appropriate appeal. I would make clear that in each case the FRI was incorrectly awarded. There is no case for a write-off of these overpayments as the terms of the FRI were not adhered to in each individual case. Appeals are therefore unlikely to succeed. SPVA will however consider applications for varied repayment terms, based on personal circumstances.

I am attaching a revised draft of the letter I have produced for you to send to COs of affected personnel. I would suggest that this too should be sent out in early Jan 14, simultaneously with my direction to RAOs, in order to ensure that personnel are briefed by their units in a timely fashion. Please do let me know if you would like to coordinate this: I will confirm current units of these individuals again before instruction is sent out.

D Pers Admin will now correct all Return of Service dates for the 494 affected personnel. This work will be complete by end Jan 14. Individuals have been informed of this process although I will reiterate the detail of this activity when briefing RAOs.

Please do contact me if you have any questions and I will keep you updated as we progress.

Best wishes.

[REDACTED]

[REDACTED] | SO2 Current Ops | D Pers Admin | Army Headquarters, Ramillies  
Building, IDL 412, Marlborough Lines, Monxton Road, ANDOVER, SP11 8HJ Mil: [REDACTED]

Civilian: [REDACTED]

| DII(F): [REDACTED]

or Army PersAdmin-Mailbox

**From:** /  
**Sent:** 12 December 2013 19:08  
**To:**  
**Cc:**

**Subject:** 20131212-RA\_FRI\_Overpayments\_SDSO1-U

Would you please pass the note below to DG Pers for his information.

Many thanks

Sir,

Working in conjunction with RHQ RA, we have identified 96 serving and 71 discharged personnel from a total of 822 recipients who incorrectly received the AFPRB endorsed FRI of £4500 available to RA soldiers who reached their 5 years reckonable service point between 1 Apr 08 and 31 Mar 12. A further 494 RA soldiers require amendments to their JPA record where the requisite Returns of Service was not properly recorded, although this will have no financial impact.

The errors were first identified by PS10(A) during its investigations as part of the preparation of the mandated Post Project Evaluation (PPE) report. Further analysis conducted by D Pers Admin at PS10's request suggests that the root cause was unit error in calculating the correct ROS dates and/or an individual's eligibility for an FRI. It is recognised that in part this was because the construct of the FRI RoS might not have been as straight forward as with other FRIs.

Steps will now be taken to recover the overpayments of £4500 from ineligible personnel (this is the gross amount; the actual amount recovered will be reduced by at least 20%). The recovery will appear as a suspended debt on end of Jan 14 pay statements which will provide individuals with a 3 month window to raise a case through the Pay and Allowances Casework and Complaints Cell stating why they should not or cannot pay back the overpayment (if they decide to do so). Where the individual accepts the overpayment (or their case is unsuccessful) the debt will be recovered at a rate of 4 days gross pay per month beginning in Apr 14. Concurrently, SPVA Debt Management and Recovery will pursue recovery from those who have left the Army.

RHQ RA will contact COs of those serving personnel who are to have the FRI recovered to explain the impending action. D Pers Admin will concurrently brief the SPS Functional Chain and ensure that RAOs advise and assist individuals, through briefing them on this overpayment and explaining how personnel can appeal.

We will work with PS 10(A) to produce any lessons learnt from the project in order to minimise the potential for the error to be repeated in the future.

| Assistant Director Pers Admin, D Pers Admin, IDL 412, Army  
 Headquarters, Ramillies Building, Marlborough Lines, Monxton Road, ANDOVER,  
 Hampshire, SP11 8HT

**Mil Tel** | Civil Tel | DII(F) Role:  
 | Personal:

22/08/2014



**From:**  
**Sent:** 12 December 2013 15:56  
**To:**  
**Cc:**  
**Subject:** RE: 20131125-D\_Pers\_Admin\_465\_RA\_FRI\_Recovery\_Action\_R\_SDSO1-U

Many thanks for your patience. The RA Pers DLOD (and heritage focus) is vested in two people – and me – hence it has taken a little time to examine this in detail, to speak with the Arty Comds and to seek some wider counsel.

I am grateful for the answers that you have provided below, which are clear. In sum:

1. **Approach.** You will understand that I don't like the idea of taking money off soldiers when I think that this is a 'system', rather than any malign (or fraudulent) intent on behalf of the receiving soldiers. I have a role in championing their view-point as I do not see anyone else doing so.

2. **Root Cause and Fairness.** You state below, "the root cause was unit error in calculating the correct ROS dates and/or an individual's eligibility for an FRI... in part this was because the construct of the FRI RoS might not have been as straight forward as other FRIs." So I then struggle with the concept that the answer is to recoup *all* of the money back from the soldiers when they are not the root cause of the problem. The individuals in receipt of what now turns out to be an over-payment are not the experts in matters of pay. I am not aware of any instances where soldiers misled unit staff in order to receive the FRI when they should not have received it. So the approach does not smack of being just and equitable.

3. **MOD Policy.** I understand (although I do not know the authoritative reference) that MOD policy is to recover any over-payments. However, I think that, in this case, it overlooks the issue of fairness (above), the adverse internal and external communications issues, and the likely civil actions/Service Complaints likely to arise. (I appreciate that the 'price' of these issues is difficult to cost, and falls into a different part of the Army's budgetary 'ship'. Nevertheless, I think that they form part of the overall 'balance sheet').

4. **Administrative Inspections.** I still do not entirely understand how the mis-payments have gone un-noticed for so long. The sums involved (£0.75M) indicate that they are worthy of audit. These have been over-looked for some years, and now we are concerned about the delay of one month. Again, I remain a little unclear why there can be a £0.75M financial error and no one is held to account. (I accept that these are not issues for RHQ RA).

5. **Internal Comms (replicated in External Comms).** The message internally is not good, and potentially the reputational effects. A systematic failure leads to suffering imposed upon 96 serving personnel, at the ranks of Gnr-Bdr. At the very time when redundancy is about to be announced etc. Doubtless exacerbated by recovering money from 71 personnel discharged, and perhaps their estates.

6. **Service Complaints/Civil Actions.** Of course, complaints and civil action is a purely private, individual activity. However, your first email (25 Nov 13) recognises that some will raise cases – and perhaps complaints/actions if unsuccessful – why they should not/cannot pay back the over-payment. Potentially, this will amount to a significant amount of unit, Army and Defence work.

7. **D Pers Admin.** However, and notwithstanding the comments above, I recognise that D Pers Admin's mechanistic task is to recover the money compliant with MOD policy. To that end,

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and in answer to your question, 'yes', we are content with the plan that you have outlined.

I think that I have an obligation to draw this matter to your attention, as my chain of command (Alex, D Pers Ops), but also to inform the Media ( ) and Legal ( ) sides of Army HQ that there may be some repercussions from the large recovery action that is about to be effected.

Many thanks,

**Regimental Colonel Royal Artillery | RHQ Royal Artillery, Royal Artillery Barracks, Larkhill, Salisbury, Wilts. SP4 8OT**  
email: RA | Mil: | Ci: | Mobile:

*Note my new email address wef 1 Dec 13: RA RHQ-RegtCol*

**From:** .  
**Sent:** 02 December 2013 11:52  
**To:** .  
**Cc:** .

**Subject:** FW: 20131125-D\_Pers\_Admin\_465\_RA\_FRI\_Recovery\_Action\_R\_SDSO1-U

Thank you for your email. The answers to the questions you raised are provided below.

If you wish to discuss further I suggest we convene a meeting to go through the points. Otherwise, I would be obliged if you would confirm to me (copied to ) that HQ RA is content we initiate recovery action in January.

Regards

| Assistant Director Pers Admin, D Pers Admin, IDL 412, Army  
Headquarters, Ramillies Building, Marlborough Lines, Monxton Road, ANDOVER,  
Hampshire, SP11 8HT  
**Mil Tel:** Civil Tel: DII(F) Role:  
AD| Personal: :

**From:** .  
**Sent:** 28 November 2013 11:01  
**To:** .  
**Cc:** .  
**Subject:** RE: 20131125\_D Pers Admin\_4.6.5\_RA FRI Recovery Action\_R  
**Importance:** High

Many thanks for your work to date.

BLUF: we are agreed on the suggested way ahead and are broadly content with the direction of the

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draft which you kindly supplied.

**HOWEVER**, there are various issues for which we seek clarity BEFORE we process this to the chain of command:

1. There are serious process concerns.
  - a. Of the 822 cohort, 494 required JPA record amendments (60%), and (96+71) 167 (20%) had FRI payments processed incorrectly – some 80% in all. Not a good "hit rate"
  - b. Of the 96 serving and 71 discharged personnel from whom we are considering FRI recovery, how many of these also had JPA errors? Incorrect ROS and payment of an FRI to an ineligible person are separate issues – the latter is not as a consequence of the former.

These are high percentages, and we would seek clarity as to why the proportions are so high, why this was not picked-up at administrative inspections, and, as all the FRIs were signed at some point by an endorsing officer and a significant proportion appear to hail from a small number of units, what action is being taken with the endorsing officers and what lessons are being learnt? Our analysis suggests that the root cause was unit error in calculating the correct ROS dates and/or an individual's eligibility for an FRI. It is recognised that in part this was because the construct of the FRI RoS might not have been as straight forward as with other FRIs. Time and resource constraints mean that administrative inspections conducted by the SPS FC do not comprise a 100% audit of pay accounts, which might explain why ROS and/or award of an FRI errors were not identified by inspection teams as an endemic problem that should be reported either to D Pers Admin or the RA CoC. D Pers Admin was asked by PS 10(A) to produce a MISR which was to form the basis of the evidence for the Post Project Evaluation. Analysis of the MISR, by PS 10(A) raised some concerns which ultimately led to the detailed investigation that HQ RA and D Pers Admin has conducted collaboratively. I cannot advise what action (if any) has been taken against authorising officers who I imagine were mainly Regimental officers. We will work with PS 10(A) to produce any lessons learnt from the project.

2. During our recent T4R considerations considerable work is being undertaken to ensure minimal ethnic minority fallout following a perceived likelihood of a coincidentally high number of F&C being made redundant. Has a similar staff check been completed on the 96 and 71 listed? F&C-sounding names seem to feature regularly. No staff check of F&C has been conducted. I do not see how this is relevant in this instance.
3. We would seek a review of the timetable suggested and delay each step by one month. The receipt of letters in January will magnify the morale impact; we would propose a release of letters in February for recovery commencement in May. From an assurance/NAO perspective we cannot justify a further delay. We have already delayed recovery action so that personnel are not notified on their December pay statement of their overpayments. I cannot see how delaying recovery from Jan to Feb 14 will make any difference to "the morale impact". As previously advised, inclusion in the Jan 14 pay run will lead to soldiers being notified on their pay statements at the end of January and recoveries beginning in Apr 14. This allows sufficient time for individual casework to be submitted should the soldier choose to follow this route. We will ensure RAOs are briefed and are stood by to assist soldiers if they wish to submit casework. I am sorry but we cannot support your request for a further delay.
4. As discussed, we have and will continue to process any notifications through our Arty Formation HQs; I would point out that some of the individuals listed are not working within the RA chain of command, and thus would seek guidance as to who will notify the ARTD / PRU etc chains of command/commanding officers? We will task the appropriate SPS Branch

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to ensure that their CO is informed.

Yours aye

Lt Col MBE RA MFH  
SO1 Manning  
RHQ RA

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**From:** /  
**Sent:** 25 November 2013 12:35  
**To:** /  
**Cc:** /  
**Subject:** 20131125\_D Pers Admin\_4.6.5\_RA FRI Recovery Action\_R

Colonel,

Thank you for calling me back on Friday. As we discussed we have now completed the staff check of the details of the 822 recipients of the RA FRI. The headline figures are:

- 494 require amendments to Return of Service dates. Personnel have been briefed by their units and have completed an acknowledgment form, which is held in P Files.
- 96 serving personnel received the FRI incorrectly and should have a gross debt of £4500 recovered from them. (Please note that this is the gross amount, and the actual amount recovered will be reduced by the tax already paid, of at least 20%). This is a total of £432k returned to Defence.
- 71 discharged personnel (which excludes all those made redundant or discharged for involuntary reasons, such as medical discharges) received the FRI incorrectly and should have £4500 recovered from them. This is a total of £319.5k returned to Defence.

I would therefore be grateful if you would email me back .and agree that the following will now happen:

- D Pers Admin Tiger Team/SPVA will correct RoS dates on JPA for all 494 personnel affected with immediate effect.
- SPVA will be instructed by D Pers Admin to initiate recovery action from 96 serving personnel. The intent will be for this to appear as a suspended debt on the January 2014 pay statement. SPVA will automatically suspend the debt for 3 months to provide individuals with the opportunity to raise a case through the Pay and Allowances Casework and Complaints Cell (PACCC) stating why they should not or cannot pay back the overpayment (if they decide to do so). Where the individual accepts the overpayment (or their case is unsuccessful) the debt will be recovered at a rate of 4 days gross pay per month. This will begin in April 2014. Personnel can also submit casework based on their personal circumstances to PACCC or through SPVA Debt Management and Recovery for different repayment terms.
- SPVA will be instructed by D Pers Admin to initiate recovery action from 71 discharged personnel. These individuals will be contacted in early 2014 by SPVA Debt Management and Recovery who will arrange repayment terms.
- RHQ RA will contact Commanding Officers of those serving personnel who are to have the

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FRI recovered. RAOs are fully conversant with this issue and will ensure that COs are well briefed. RAOs will also advise and assist individuals, through briefing them on this overpayment and explaining that personnel can submit casework challenging this recovery based on their personal circumstances to PACCC or through SPVA Debt Management and Recovery seek different repayment terms.

I have attached a spreadsheet showing the names and units of the 96 serving personnel. Please note that for Data Protection Act reasons this cannot be sent out en masse to COs – you are, however, free to send extracts to each CO listing affected personnel. I have also attached a draft form of words which you may find useful when writing to COs.

In order to meet deadlines and satisfy AG's briefing requirements I would be very grateful for your formal agreement with this course of action by COP on Weds 27 Nov 13.

Best wishes,

) [SO2 Current Ops|D Pers Admin|Army Headquarters, Ramillies Building. IDL  
412, Marlborough Lines, Monxton Road, ANDOVER, SP11 8HJ Mil: [Civilian: DII  
(F): or Army  
PersAdmin-Mailbox

22/08/2014



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**From:**  
**Sent:** 14 October 2013 11:03  
**To:**  
**Subject:** 20131014\_D Pers Admin\_4.6.5\_ROYAL ARTILLERY FINANCIAL RETENTION INCENTIVE ADMINISTRATIVE CHECKS\_RS  
**Attachments:** RA FRI Eligibility Criteria.doc; 20121009-RA\_FRI\_Admin\_Instruction2-Final-PS10(A)-U.DOC; 20080422-RA FRI Admin Instr Amdt 1-PS10(A)\_amended\_Annex\_A-U (2).doc; 20080422-RA FRI Admin Instr Amdt 1-PS10(A)-U (2).doc; header.htm

File 4.6.5

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## **ROYAL ARTILLERY FINANCIAL RETENTION INCENTIVE POTENTIAL ADMINISTRATIVE ERRORS**

### **References:**

- A. D/DPS(A)/5/6/PS10(A) RA FRI ADMIN INSTR dated 15 Feb 08.
- B. D/DPS(A)/PS10(A)/SO2AFRPB/07/07 RA FRI ADMIN INSTR 2 dated 09 Oct 12.

### **Issue**

1. The Armed Forces' Pay Review Body (AFPRB) endorsed Financial Retention Incentive (FRI) for RA soldiers, which ran from 1 Apr 08 – 31 Mar 13, was potentially incorrectly paid to a number of recipients and the requisite Returns of Service (RoS) may not have been properly recorded or, in some cases, not enforced.

### **Background**

2. Following endorsement by the AFPRB, an FRI was introduced in Feb 08 for RA soldiers who reached their 5 year reckonable service point between 1 Apr 08 and 31 Mar 12 (for the purpose of this FRI 5 years service was to be reckoned either from the date of 18<sup>th</sup> birthday or from the date of attestation, whichever was the later). Eligible personnel could elect to receive the £4.5K FRI in exchange for a 2 or 3 year RoS (the FRI Administrative Instruction explains the interaction between Commitment Bonus schemes and the resultant RoS from the FRI). As an individual remained in the eligibility window for 1 year (until the day before completion of 6 years reckonable service) it was necessary for the FRI to remain 'open' until 31 Mar 13. Reference A was produced by PS10(A), and passed to RA units, detailing eligibility criteria and the process for the payment of the FRI. This included the requirement for unit staff - normally RCMO or Pers Admin staff - to confirm eligibility and identify / record the correct RoS. The application form was required to be authorised and signed by a Responsible Officer, defined as Regimental Second-in-Command or OC, with only RCMO or RAO authorised below the rank of Major.

3. As required by JSP 754 a Post Project Evaluation (PPE) was initiated on the closure of the FRI. As part of this process PS10(A) became aware of a number of individuals who had received the FRI and who appeared to be ineligible. D Pers Admin was then tasked to carry out a check of eligibility. This preliminary investigation highlighted a significant number of anomalies and potential incorrect payments of the FRI.

### **Intent**

4. At this stage the intent is simply to review individuals' records to check eligibility and RoS. Once that information has been confirmed and collated a decision will be taken on what corrective action is to be taken with regard to incorrect payments of FRIs. No recovery action will be taken at this stage. Whilst individuals can be informed that this check is taking place it is to be made clear

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that no action has been determined with regard to incorrect payments. Incorrect RoS will however be corrected.

### Initial Action

5. Career management is a command function. As such responsibility for this issue rests with the Chain of Command. RHQ RA has issued direction to Commanding Officers: they in turn will task RAOs with the necessary detailed checks. RHQ RA direction, including a form to be signed by a Service person to acknowledge a correction to RoS, is [here](#). This must be read in detail now to understand this task fully.

6. A workbook listing all recipients of the FRI, serving and discharged, is held by D Pers Admin. In order to comply with the Data Protection Act this workbook is held by D Pers Admin on a limited access MOSS site. Those who require access to it must email their DII(F) Role Titles to Army PersAdmin-Mailbox (MULTIUSER) with 'RA FRI Access' in the subject line. Access will be granted by D Pers Admin and a confirmatory email sent. Once access has been granted it should be noted that the majority of the main spreadsheet is locked for editing. The password to access the workbook is RAFRI. Two columns only are to have information entered in accordance with the direction below and the edit password for these is 'RAFRI'. No other data is to be edited or changed. The data contained in this workbook is personal and is for the use of the RA CoC and SPS FC only. It is not to be distributed nor is it to be printed. Only online editing of the D Pers Admin workbook is to take place.

7. This email is being distributed via the SPS FC. Comds SPS and equivalents are requested to identify which units and individuals sit within their formations and forward this direction to units and RAOs. In order to ensure that all individuals have been allocated to a unit 2\* SPS Branches are requested to:

- a. Access the workbook as described above and identify all individuals within the formation.
- b. Annotate in Column E the Division or Formation responsible for each individual ie. 1XX, 3XX, Sp Comd etc. This is to be complete by 1700Z 22 Oct 13 in order to ensure 100% compliance.
- c. Inform RAOs of each unit with affected personnel and direct them to request access to the workbook from D Pers Admin.
- d. Ensure that RAOs understand in detail the tasks set out in this direction – unit level direction is below.
- e. Ensure that all tasks are complete by the deadline set below.

### Eligibility Check

8. This is a simple check. All that is required, for all personnel, is a check of original supporting certificates held in AF B9999s (P-Files). RAOs are to familiarise themselves with the terms of the FRI: copies of the relevant documents are attached. Also attached is a PS10(A) ready reckoner that gives a clear explanation of the rules of eligibility for the FRI. RAOs are then to check that the detail shown in the FRI spreadsheet is accurate: this has been captured from JPA and calculated from first principles by D Pers Admin. Having done so RAOs then simply have to confirm the accuracy of D Pers Admin data, or provide a supported reason – with evidence – why it is not, and record this in Column O of the spreadsheet, accessed with the password 'RAFRI'.

9. The workbook has a cover sheet which explains in detail what is required and the categories applied to individuals who received the FRI. This must be read and understood.

10. The spreadsheet has the following columns:

- a. Number & Surname – self explanatory.
- b. Received Date – the date on which the Service person received the FRI and therefore the baseline date for calculations of eligibility and RoS.
- c. Unit & Division – self explanatory and covered above.
- d. Actual Return of Service – applying the rules of the FRI, the date on which the RoS is

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complete. Calculated from first principles by D Pers Admin.

- e. Published Return of Service - the RoS date shown on JPA.
- f. 18<sup>th</sup> Birthday + 5 years – self explanatory and used for determining eligibility.
- g. Hire date + 5 years - self explanatory and used for determining eligibility.
- h. Discharge date – date of discharge for those who have left the Army.
- i. Remarks – category into which the individual falls, as detailed in workbook cover sheet.
- j. Unit Remarks – RAOs to enter either 'Agreed' to indicate agreement with RoS date and category, or provide detailed, justified explanation of why this data is wrong. For discharged personnel this may include a statement that no details can be found.

11. Each Service person applying for the FRI will have completed a signed and authorised form, in accordance with the attached FRI instructions, which will be kept in the AF B9999. RAOs are therefore to check each P File for serving personnel and confirm the dates shown from the original application form. For discharged personnel the pay file, stored at units for 6 years post discharge in accordance with UAM, is to be checked for this form and dates confirmed. If no form can be found this is to be annotated in the 'Unit Remarks' column.

12. To recapitulate: having checked the eligibility and RoS date of each individual RAOs are to record either agreement with the D Pers Admin category and Actual RoS date, or justified disagreement, by accessing the D Pers Admin spreadsheet.

#### **Individuals with incorrect RoS dates**

13. A significant number of personnel who received the FRI appear eligible to have done so, but many have inconsistent RoS recorded on their JPA Record of Service. As set out above units are to produce original supporting certificates and agree correct RoS dates. D Pers Admin Tiger Team will centrally update JPA with correct RoS dates: units are **not** to do so. Where RoS dates are to be amended the individual is to be informed by the Chain of Command that this is in compliance with the original FRI direction and sign Annex A to the RHQ RA direction (link above) to acknowledge the revised RoS commitment, a copy of which is to be retained in the AF B9999. Where the D Pers Admin and unit dates concur this action is to be carried out immediately.

#### **Subsequent Action**

14. RHQ RA will determine, with advice from PS10(A), D Pers Admin and SPVA, what action is to be taken with regard to recovery of incorrect payments. All RoS will be corrected by D Pers Admin from 7 Nov 13.

#### **Timeline**

15. 2\* Formation SPS Branches are to confirm ownership of each individual by completing Column E of the workbook by 1700Z 22 Oct 13: this will enable D Pers Admin to identify any stragglers.

16. SPS FC is to ensure that all records are checked and updated by units on the D Pers Admin spreadsheet by 1700Z 7 Nov 13.

17. RHQ RA will issue final direction by 30 Nov 13.

#### **POC**

18. SO1 Manning RA - ArtyCen-RHQRA-SO1-Manning ( ) - for all policy issues. SO2 Current Ops D Pers Admin for technical issues arising from the completion of this task.

Best wishes,

[SO2 Current Ops|D Pers Admin|Army Headquarters, Ramillies Building, IDL

22/08/2014

412, Marlborough Lines, Monxton Road, ANDOVER, SP11 8HJ Mil: :  
(F): / or  
PersAdmin-Mailbox

.(Civilian: ..... | DII  
or Army

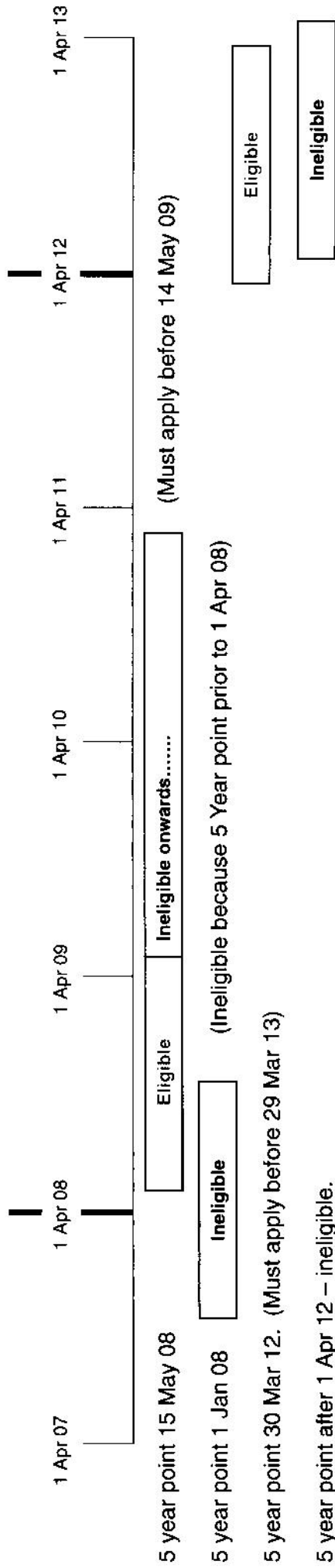
22/08/2014

RA FRI Eligibility Criteria – Common understanding

A soldier must reach his/her 5 year reckonable service point in the RA between 1 Apr 08 and 31 Mar 12 (inclusive). He/she will remain in the eligibility window for **1 year** until the day before completion of 6 years' reckonable service<sup>1</sup>.

Therefore, the eligibility window for each soldier is only open until the day before completion of 6 years reckonable service, and the 5 year reckonable service point must have been between 1 Apr 08 and 31 Mar 12. the example below represent different representative examples

If the payment is outside the eligibility window, an investigation is required to demonstrate that the application was made during the window.



5 Year point on 2 Sep 10. Eligible until 1 Sep 11. If payment received in May 12, Investigate to determine when application was made.

Eligible      Ineligible onwards.....

<sup>1</sup> A RA soldier who has already completed 5 years' reckonable service in the RA by 31 Mar 08 will not be eligible for the FRI.





11 Oct 13

MA/DG Pers\* (through DPS(A))

AD PS10(A)

## ROYAL ARTILLERY FINANCIAL RETENTION INCENTIVE: ADMINISTRATIVE ERRORS

### Issue

1. The Armed Forces' Pay Review Body (AFPRB) endorsed Financial Retention Incentive (FRI) for RA soldiers, which ran from 1 Apr 08 – 31 Mar 13, was potentially incorrectly paid to a number of recipients and the requisite Returns of Service (RoS) may not have been properly recorded or, in some cases, not enforced.

### Recommendations

2. DG Pers is invited to **note**:
  - a. That an AFPRB endorsed FRI of £4.5K was available for RA soldiers who reached their 5 years reckonable service point between 1 Apr 08 and 31 Mar 12.
  - b. That investigations as part of the preparation of the mandated Post Project Evaluation (PPE) report highlighted a number of incorrect recipients of the FRI.
  - c. That a detailed investigation has been initiated and once the facts have been established, informed decisions will be taken as to the corrective action required.

### Timing

3. Routine.

### Background

4. Following endorsement by the AFPRB, a FRI was introduced in Feb 08 for RA soldiers who reached their 5 year reckonable service<sup>1</sup> point between 1 Apr 08 and 31 Mar 12. Eligible personnel could elect to receive the £4.5K FRI in exchange for a 2 or 3<sup>2</sup> year RoS. As an individual remained in the eligibility window for 1 year (until the day before completion of 6 years reckonable service) it was necessary for the FRI to remain 'open' until 31 Mar 13. An Administrative Instruction<sup>3</sup> was produced by PS10(A), and passed to RA units, detailing eligibility criteria and the process for the payment of the FRI.
5. As required by JSP 754<sup>4</sup> a PPE was initiated on the closure of the FRI. As part of this process PS10(A) became aware of a number of individuals who had received the FRI who appeared to be ineligible. D Pers Admin then produced a JPA MISR detailing all recipients of the FRI and carried out a check of eligibility for those listed. This preliminary investigation highlighted a significant number of RoS anomalies and potential incorrect payments of the FRI. A detailed investigation has been initiated, led by RHQ RA in conjunction with D Pers Admin, assisted by CM Cbt Sp and SPVA, to confirm the details contained in the original JPA MISR. Once the facts have been established, estimated by Dec 13, informed decisions will be taken to confirm what corrective action is required.
6. RHQ RA, through the RA chain of command, will inform serving RA soldiers who are affected.

### AD PS10(A)

<sup>1</sup> For the purpose of this FRI 5 years service was to be reckoned either from the date of 18<sup>th</sup> birthday or from the date of attestation, whichever was the later.

<sup>2</sup> The FRI Administrative Instruction explained the interaction between Commitment Bonus schemes and the resultant RoS from the FRI.

<sup>3</sup> D/DPS(A)/5/6/PS10(A) dated 15 Feb 08.

<sup>4</sup> JSP 754, Chapter 7, Section 4, Para 07.0427.



11 Oct 13

**Col CM Cbt Sp\***  
**AD Manning\***  
**AD Pers Admin\***  
**Regt Col RA\***

Copy to:

DPS(A)\*  
SPVA AH Mil Svcs\*

## **ROYAL ARTILLERY FINANCIAL RETENTION INCENTIVE ADMINISTRATIVE ERRORS**

Reference:

A. JSP 754 – Tri-Service Regulations for Pay and Charges.

1. The Armed Forces' Pay Review Body (AFPRB) endorsed Financial Retention Incentive (FRI) for RA soldiers ran from 1 Apr 08 – 31 Mar 13. As part of the Post Project Evaluation (PPE) process it has become apparent that the FRI was potentially incorrectly paid to a number of recipients and the requisite Returns of Service (RoS) may not have been properly recorded or, in some cases, not enforced.
2. A detailed investigation is now under way to establish the facts and confirm the data. Your engagement to date is greatly appreciated and the purpose of this note is to confirm both the actions agreed and the process toward resolution. A separate brief will be provided to inform DG Pers.
3. Once the details have been confirmed the intention is to review the various cohorts and for all stakeholders to agree the way forward. In the majority of cases this will be simple corrections to the RoS dates held on JPA but for some recovery action will be required. The process is more complicated due to the inclusion of a number of discharged personnel.

### **Background**

4. Following endorsement by the AFPRB, a FRI was introduced in Feb 08 for RA soldiers who reached their 5 year reckonable service<sup>1</sup> point between 1 Apr 08 and 31 Mar 12. Eligible personnel could elect to receive the £4.5K FRI in exchange for a 2 or 3<sup>2</sup> year RoS. As an individual remained in the eligibility window for 1 year (until the day before completion of 6 years reckonable service) it was necessary for the FRI to remain 'open' until 31 Mar 13. An Administrative Instruction<sup>3</sup> was produced by PS10(A), and passed to RA units, detailing eligibility criteria and the process for the payment of the FRI.
5. As required by Reference A, a PPE was initiated on the closure of the FRI. As part of this process PS10(A) became aware of a number of individuals who had received the FRI who appeared to be ineligible. D Pers Admin then produced a JPA MISR detailing all recipients of the FRI and carried out a check of eligibility for those listed. This preliminary investigation highlighted a significant number of RoS anomalies and potential incorrect payments of the FRI.
6. There is a known issue<sup>4</sup> with entry of FRI related RoS onto JPA where any existing RoS can be overwritten by a new RoS, even when the latest input RoS end date is before the original RoS end

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<sup>1</sup> For the purpose of this FRI 5 years service was to be reckoned either from the date of 18<sup>th</sup> birthday or from the date of attestation, whichever was the later.

<sup>2</sup> The FRI Administrative Instruction explained the interaction between Commitment Bonus schemes and the resultant RoS from the FRI.

<sup>3</sup> D/DPS(A)/5/6/PS10(A) dated 15 Feb 08.

<sup>4</sup> SPVA JPA Ops Bulletin 1007-005 dated 12 Jul 10. FRI Return of Service Inaccuracies.

[REDACTED]

date. Whilst there is a workaround included within the JPA FRI Business Process Guide (BPG) it is possible that RA FRI RoS may have been overwritten by later, shorter RoS in some cases.

### **Numbers Affected**

7. The initial investigation suggests that out of a total of 822 who received the FRI:
  - a. 129 soldiers still serving potentially did not meet the eligibility criteria;
  - b. 78 soldiers now discharged were potentially incorrectly paid the FRI;
  - c. 96 soldiers received the FRI before they were qualified, but have subsequently completed the prescribed RoS;
  - d. 463 soldiers have not had their RoS correctly updated on their JPA record.

### **Detailed Investigation**

8. A detailed investigation has been initiated, led by RHQ RA in conjunction with D Pers Admin, assisted by APC RA/RAPTC Soldier Wing and SPVA, to confirm the details contained in the original JPA MISR. The detailed action plan has been agreed at desk level but in summary this will involve a trawl of unit held P Files for serving personnel and hard / soft copy files held by the Document Handling Centre for discharged personnel.

### **Follow on Action**

9. The JPA records of those personnel who were eligible for the FRI but currently have incorrect RoS recorded will be corrected as the details are confirmed during the detailed investigation. Where personnel have been discharged with an unexpired RoS or received the FRI before they were qualified DM(A), as the authority for the FRI, will confirm what action is required. Where personnel are confirmed as having incorrectly received the FRI, whether serving or discharged, it is expected that recovery action will be required<sup>5</sup>.

10. A series of meetings will be arranged at desk level to coordinate activity and report on progress. In parallel D Pers Admin and PS10(A) will carry out a review of the FRI end-to-end process and the RA E1 Manning Brick will produce the detailed PPE. Lessons learnt will be shared with the Pinch Point Working Group and inform the continued administration of all other extant FRI.

### **Communication**

11. RHQ RA, through the RA chain of command, have agreed to inform serving RA soldiers who are affected. Where RoS dates are amended the individual will be informed by his / her chain of command and sign a certificate to acknowledge the revised RoS commitment.

12. Where recovery action is required, serving RA soldiers should be informed by their Commanding Officers. Individuals who have left the Service will be contacted by SPVA to inform them of the debt and their options.

### **AD PS10(A)**

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<sup>5</sup> In line with policy (JSP 754 Chap 2, Sect 6).

6 Sep 13

MA/DG Pers\* (through DPS(A))

Copy to:

SPVA Hd Mil Ops and Dev\*

DM(A)\*

D Pers Ops\*

D Pers Admin\*

## ROYAL ARTILLERY FINANCIAL RETENTION INCENTIVE POTENTIAL ADMINISTRATIVE ERRORS

### Issue

1. The Armed Forces' Pay Review Body (AFPRB) endorsed Financial Retention Incentive (FRI) for RA soldiers, which ran from 1 Apr 08 – 31 Mar 13, was potentially incorrectly paid to a number of recipients and the requisite Returns of Service (RoS) may not have been properly recorded or, in some cases, not enforced.

### Recommendations

2. DG Pers is invited to:

- a. **Note** that an AFPRB endorsed FRI of £4.5K was available for RA soldiers who reached their 5 years reckonable service point between 1 Apr 08 and 31 Mar 12.
- b. **Note** that investigations as part of the preparation of the mandated Post Project Evaluation (PPE) report highlighted a number of incorrect recipients of the FRI.
- c. **Note** that an initial investigation suggests that out of a total of 822 who received the FRI:
  - (1) 113 potentially did not meet the eligibility criteria,
  - (2) 62 were discharged with an unexpired RoS,
  - (3) 1 soldier, who may have been ineligible for the FRI, is now deceased.
- d. **Note** the agreed plan of action to correct records and recover any overpayments.

### Timing

3. **Routine.**

### Background

4. Following endorsement by the AFPRB, a FRI was introduced in Feb 08 for RA soldiers who reached their 5 year reckonable service<sup>1</sup> point between 1 Apr 08 and 31 Mar 12. Eligible personnel could elect to receive the £4.5K FRI in exchange for a 2 or 3<sup>2</sup> year RoS. As an individual remained in the eligibility window for 1 year (until the day before completion of 6 years reckonable service) it was necessary for the FRI to remain 'open' until 31 Mar 13. An

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<sup>1</sup> For the purpose of this FRI 5 years service was to be reckoned either from the date of 18<sup>th</sup> birthday or from the date of attestation, whichever was the later.

<sup>2</sup> The FRI Administrative Instruction explained the interaction between Commitment Bonus schemes and the resultant RoS from the FRI.

[REDACTED]

Administrative Instruction<sup>3</sup> was produced by PS10(A), and passed to RA units, detailing eligibility criteria and the process for the payment of the FRI. This included the requirement for unit staff<sup>4</sup> to confirm eligibility and identify / record the correct RoS. The application form was also required to be checked and signed by a Responsible Officer<sup>5</sup>.

5. As required by JSP 754<sup>6</sup> a Post Project Evaluation (PPE) was initiated on the closure of the FRI. As part of this process PS10(A) became aware of a number of individuals who had received the FRI who appeared to be ineligible. D Pers Admin were tasked to produce a JPA MISR detailing all recipients of the FRI and carried out a check of eligibility for those listed. This preliminary investigation highlighted a significant number of anomalies and potential incorrect payments of the FRI.

6. The anomalies breakdown into the following sub-sets that require further investigation:

- a. Individuals who received the FRI but were ineligible;
- b. Individuals who have left the Service with an unexpired RoS;
- c. Individuals with incorrect RoS dates.

#### **Individuals who received the FRI but were ineligible**

7. Approximately 113 personnel are understood to have received the FRI but may not have met the eligibility criteria. This cohort includes 13 personnel who have since left the Service. This cohort also includes an individual who has since died; no further action will be taken in respect of this individual. For the remainder the following corrective action is in hand:

- a. To establish how many were ineligible; RHQ RA / RA E1 Manning Brick will produce original supporting certificate, confirm eligibility and if required initiate recovery action or pass correct details to D Pers Admin.
- b. D Pers Admin will update JPA with corrected details that confirm eligibility where required.
- c. SPVA PACCC will carry out recovery action, as required, for both those serving and those who have left the Service.

#### **Individuals who have left the Service with an unexpired RoS**

8. Approximately 62 personnel are understood to have received the FRI but left the Service with an unexpired RoS shown on their JPA Record of Service. The following corrective action is in hand:

- a. RHQ RA / RA E1 Manning Brick will produce original supporting certificate and pass details to DM(A).
- b. DM(A) will confirm cases where it is acceptable for individuals to have left the service with an unexpired RoS (ie Administrative Discharge, Medical Discharge, Redundancy). Where it is not acceptable for an individual to have left the Service with an unexpired RoS, DM(A) will advise RHQ RA / RA E1 Manning Brick what further action is required.

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<sup>3</sup> D/DPS(A)/5/6/PS10(A) dated 15 Feb 08.

<sup>4</sup> RCMO/Unit Admin Staff.

<sup>5</sup> Responsible Officer, if below the rank of Major. Must be the RCMO or RAO.

<sup>6</sup> JSP 754, Chapter 7, Section 4, Para 07.0427.

[REDACTED]

## Individuals with incorrect RoS dates

9. The remainder of personnel who received the FRI appear eligible to have done so, but many have inconsistent RoS recorded on their JPA Record of Service. In many cases this may be a disparity caused by the difference in dates of submission of paperwork and the date of payment, and therefore legitimate. Nonetheless the RoS dates require confirmation. The following action is in hand:

- a. RHQ RA / RA E1 Manning Brick will produce original supporting certificate, agree correct RoS dates and where corrective action is required submit to D Pers Admin.
- b. D Pers Admin will update JPA with correct RoS dates, if required.

## Follow on action

10. On completion of the above actions a detailed PPE will be produced by RHQ RA / RA E1 Manning Brick to meet the mandated requirement and to ensure lessons learnt are identified. Lessons learnt will be shared with the members of the Pinch Point Working Group to ensure that they are applied to any extant FRI.

11. In addition PS10(A), in consultation with D Pers Admin, will undertake a full review of the end-to-end process for the administration of FRI, including an update to the JPA Business Process Guide.

## Timeline

12. A timeline for the completion of the investigation is at Annex A.

## Communication

13. RHQ RA, through the RA chain of command, will inform serving RA soldiers who are affected.

14. Where recovery action is required, serving RA soldiers will be informed by their Commanding Officers. Amounts for recovery will be held against individual's pay accounts for 2 months before recovery commences at the equivalent of 4 days' gross pay per month. Individuals who have left the Service will be contacted by SPVA to inform them of the debt and their options.

15. Where individuals object to the recovery, or request repayment at a reduced rate, they may submit a case, through their chain of command, for consideration by the JPA Debt Management Team in the normal way<sup>7</sup>.

16. Where RoS dates are amended the individual will be informed by his / her chain of command and sign a certificate to acknowledge the revised RoS commitment.

## AD PS10(A)

Annex:

A. Action Plan Timeline.

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<sup>7</sup> JSP 754 Section 6, Chapter 2, Annex A.

**ACTION PLAN TIMELINE**

Action	Organisation	Start	Finish	Remarks
Brief RA chain of command	RHQ RA	9 Sep 13	On going	
Establish how many individuals who received the FRI were ineligible.	RHQ RA / RA E1 MB Unit admin staffs as required	9 Sep 13	30 Sep 13	- Inform D Pers Admin of JPA record corrections - Inform units where recovery action required - Inform SPVA where recovery action required for discharged personnel
Confirm the details of those who have left the service with an unexpired RoS.	RHQ RA / RA E1 MB Unit admin staffs as required	9 Sep 13	31 Oct 13	- Inform DM(A) of those who have been discharged with an unexpired RoS
Confirm correct dates for RoS for serving personnel	RHQ RA / RA E1 MB Unit admin staffs as required	9 Sep 13	30 Nov 13	- Inform D Pers Admin of JPA record corrections
Confirm action required on those who have been discharged with an unexpired RoS	DM(A)	9 Sep 13	30 Nov 13	
Brief and counsel individuals affected	RA chain of command	9 Sep 13	On going	
Produce PPE	RA E1 MB	9 Sep 13	30 Nov 13	
Full review of FRI E2E administrative process	PS10(A) D Pers Admin	9 Sep 13	31 Oct 13	
Update JPA records as required	D Pers Admin	As required		
Initiate recovery action for Serving personnel	Unit admin staffs as required	Oct 13	On going	
Initiate recovery action for discharged personnel	SPVA	Oct 13	On going	