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17th June 2024

Deputy Willie O'Dea
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

Email: willie.o'dea@oireachtas.ie

Dear Deputy O'Dea

RE: PQ24233/24 To ask the Minister for Health if he is aware that there is still a significant delay for people who have retired from employment from section 38 voluntary organisations and voluntary hospitals to receive their pensions; his views on whether this is acceptable; the steps being taken to resolve this issue; and if he will make a statement on the matter. -Willie O'Dea

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, submitted by you to the Minister for Health. This matter has been referred to me for response on behalf of the HSE.

The administration of pension processing for S.38 agencies is shared between the agencies and the HSE. Regrettably a number of factors led to a significant backlog in the processing of these retirement benefits, not least of which were resource challenges faced by the S.38 agencies and the HSE. The resourcing challenges are being addressed and in addition, a number of process improvements have been identified, implementation of which across S.38 agencies and the HSE will contribute to improved turnaround times.

While process improvements are made and resources established, all S.38 agencies have been advised to make part payments of pension and /or lump sum, based on a verified level of service in an effort to alleviate any immediate pressure on cash flow for all retirees. This facility is available in all S.38 agencies.

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

Yours sincerely

Eileen Winnington
Assistant National Director of HR