

1. Employers Call Centre Update

In July's newsletter it was confirmed that from 24 August 2009 the Employer Helpline would be transferred to our Shared Services Centre.

The transfer of this helpline was to follow on from the transfer of the member helpline that transferred to Shared Services Centre on 20 July 2009.

Although the transfer of the member helpline has been successful, there are still a number of small issues that are continuously being worked on and improved.

Until the Member Helpline is working to maximum efficiency it has been decided that the Employer Helpline will not be moving to Shared Services Centre until a later date. This will ensure that the transfer of the helpline is as seamless as possible.

Please note that you can still continue to contact the helpline in the usual manner and the service you receive currently will not be affected.

Due to this change, the e-mail account (techquery@nhspa.gov.uk) is not yet operational and in the interim please continue to direct your queries down the channels you are currently using.

You will be advised of the revised date for the transfer of the Employer Helpline as soon as possible.

Thank you for your patience in this matter.

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2. Employer Toolkit update

More factsheets, decision trees and FAQs have been placed in the Employers Toolkit on the website. These are:

- Which Scheme decision tree;
- Voluntary Early Retirement decision tree;
- Re-Employment factsheet;
- Maternity Leave and other types of Leave Contributions factsheet;
- Additional Pension decision tree;
- Child Allowance factsheet;
- Deferred Members relevant TNs; and
- Establishing the Actual Rate of Pensionable Pay for the Initial Survivor Pensions decision tree.

We have also placed an administration guide in the toolkit for Direction Employers to use. This guide is intended for Direction Employers who are responsible for managing employees pension contributions and member records. The guide has been provided following requests from Direction Body Pension Administrators who do not have access to Pensions Online and may not have been aware of the entire range of obligations an employer has to perform regarding the NHS Pensions Scheme for their staff.

3. Employer Group Issues and Resolutions

NHS Pensions attended Employer Group meetings in June 2009 at:

- Northern, Yorkshire and Trent Region Pension Working Group;
- Direction Body Special Interest Group;
- East Midlands Pension Group;
- North West Pension Meeting; and
- North Thames Pension Group;

The resolutions for the issues raised at these meetings will be available to view on the website from 2 September 2009. They can be found at <http://www.nhsbsa.nhs.uk/Pensions/2531.aspx>.

How to contact us:

By Telephone:

Employer helpline, general enquiries 0845 610 1119

Opening times;

8.30am to 5.00pm – Monday, Tuesday, Thursday

10.30am to 5.00pm – Wednesday

8.30am to 4.30pm - Friday

Pensions Online, technical enquiries 0870 011 7108

Member helpline 0845 421 4000

Opening times;

8.00am to 6.00pm - Monday to Friday

9.00am to 3.00pm - Saturday

Stationery Order line (Forms and Booklets) 0300 123 1002

By email:

- Datacleanse@nhspa.gov.uk - For your data queries
- ESR@nhspa.gov.uk - For your ESR queries
- polhelpd@nhspa.gov.uk - For your POL enquires

Fax:

01253 774412

Website addresses;

www.nhsbsa.nhs.uk/pensions

www.nhsbsa.nhs.uk/injury

If you have any comments about the content or format of this newsletter please email them to communicationsteam@nhspa.gov.uk