

NHS Pensions Update – October 2024

In this month's newsletter:

- Sharing our performance – September 2024 (all employers)
- Pensions Online (POL) downtime November 2024 (all employers)
- Compendia and My NHS Pension unavailable on Saturday 2 November 2024 (all employers)
- Stakeholder engagement events (all employers)
- Administration Foundation Courses (all employers)
- GP Practice Manager training (GP Practice Managers only)
- NHS Pensions member events (to be shared with all members)

If you don't normally receive this email directly from NHS Pensions or you'd like any other members of your staff to receive a copy, please email stakeholderengagement@nhsbsa.nhs.uk to be added to our distribution list.

The Employer Charter has been temporarily removed whilst it undergoes an update and a revision. We'll republish the updated version as soon as possible. Thanks for your understanding.

Sharing our performance

Table 1 – Total Transactions (September 2024)

Item	Volume
Total Transactions	111,237
Apply Annual Increases	1,841
Buy Additional Pension	654
Buy AVCs	275
Buy ERRBO	149
Calculate and Pay Retirement Benefits	12,739

Claim Protection of Pay	2
Complaints	141
Death Benefits Calculated and Paid	6,539
Defer Benefits	756
Determine Continuing Entitlement	85
Elect for Scheme Pays	215
Make Enquiry	48,741
Manage Complaint	1,306
Manage Data	19,013
Manage Ongoing Payments	1,304
Manage Overpayment	3
Nominate or Change Beneficiary	2,669
Pension Share/Pensions on Divorce	1,095
Recalculate Retirement Benefits	3,064
Receive Estimate of Benefits	6,155
Receive Savings Statement	391
Refund of Contributions	1,808
Transfers	2,292

Table 2 – First Retirements and Pensioners (September 2024)

Item	Volume
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On Time	97%
Amount paid in Lump Sums	£429,810,230
Amount of Pension Paid	£103,440,722
No. Pensioners in Payment	1,167,094

Table 3 – Employer Helpline statistics (September 2024)

Item	Volume
Total Volume Calls	3,100
Average Handling Time (s)	645
Average Speed of Answer (s)	347
Total Volume Emails	2,673
Service Level (48 hours)	86.6%
Processing Rate (per hour)	6.7

Table 4 – Member Helpline statistics (September 2024)

Item	Volume
Total Volume Calls	35,811
Average Handling Time (s)	706
Average Speed of Answer (s)	321
Total Volume Emails	35,140

Service Level (48 hours)	74.8%
Processing Rate (per hour)	8.5

The number provided for each function reflects all items of work or transactions we have undertaken within that service area, including the handling of calls, emails and support work.

Pensions Online (POL) downtime – November 2024

POL will not be available on the following dates due to scheduled system maintenance.

- Saturday 2 November
- Sunday 24 November

If we need to bring POL down at short notice for urgent maintenance, we'll advise you as soon as we can in advance via the POL homepage.

Compendia and My NHS Pension unavailable on Saturday 2 November 2024

Compendia and My NHS Pension will be unavailable from 7am to 2pm on Saturday 2 November 2024 due to planned maintenance.

Stakeholder Engagement events

The Stakeholder Engagement Team run a series of free events throughout the year providing regular updates and delivering educational training. Some events include Continuing Professional Development (CPD) accreditation and details of upcoming events are available on the [Employer Hub on our website](#).

We do not endorse any third-party training events.

If your organisation would like to request training or attendance directly from the Stakeholder Engagement Team, please complete the event/meeting request form and email the team: stakeholderengagement@nhsbsa.nhs.uk

Administration Foundation Course dates for 2024

This free course is available to all new local administrators of the NHS Pension Scheme who are less than 12 months in post and provides an overview of what is expected of you as an NHS Pension Scheme administrator throughout a Scheme year.

At the end of the course, you will have a high-level understanding of the actions required to enable you to administer the NHS Pension Scheme at a local level. The course could also be used as a refresher course for anyone restarting in local NHS Pension Scheme administration.

The details for the next available course are available on the [Employer Hub on our website](#).

GP Practice Manager training

Further dates are available for the Level 1 and Level 2 GP practice manager (free) events, which include educational training tailored for practice managers, delivered via Microsoft Teams. Practice managers need to attend the whole training session to receive a Continuing Professional Development (CPD) accreditation.

Foundation course

The next available course will be on Thursday 7 November at 10.30am. [Visit our Eventbrite page](#) for more information and to reserve your space.

Level 1 GP Practice Manager events

This session includes information on the NHS Pension Scheme website, Annual Benefit Statements, roles and responsibilities, Pensions Online (POL), the AW8 and the member journey.

The next available course will be on Wednesday 20 November at 10am. [Visit our Eventbrite page](#) for more information and to reserve your space.

Level 2 GP Practice Manager events

These sessions include roles and responsibilities, flexible retirement, leave overview, ill health and family benefits.

The next available course will be on Tuesday 3 December at 10am. [Visit our Eventbrite page](#) for more information and to reserve your space.

Member events dates for November 2024

These regularly held events aim to help members understand the benefits of the scheme and options available to them when applying for these benefits, with QnAs held to provide everything they need to know about their NHS pension. Whether they are a new member wanting to learn how to navigate the Scheme, or a long-time

member wanting to refresh their knowledge, these events are engaging, informative and a must for any NHS Pension Scheme member.

Remember to share these events with your employees. On average, 99% of attendees would consider recommending our member events to a colleague, with an average quality rating of 4.4/5.

All our member events have options for both members in the 2015 NHS Pension Scheme and members in both the 1995/2008 and 2015 schemes.

Some of our member events become fully booked quickly. To ensure that members have the option to sign-up for our events, encourage them to regularly view the Member events page of the Member Hub.

Please inform your employees to click on the following member events for more information, including dates, times and an event overview:

- [Your Annual Benefit Statement explained – all schemes](#)
- [Your retirement options explained – all schemes](#)
- [Introduction to the 2015 Scheme and the NHS Pension Scheme benefits](#)
- [Partial retirement explained – all schemes](#)