

Gateway number: 04/NHSBSA/03/17

NHS Pensions Employer Newsletter 4 - April 2017

1. Introduction of an Administration Levy

Following consultation on the introduction of a scheme administration levy, the Department of Health has now published its response which confirms that the measure will go ahead.

From 1 April 2017, this levy will be paid in addition to the employer contribution. This means that from 1 April 2017 all employers will pay an additional 0.08% in employer contributions per member to cover the administration costs of the NHS Pension Scheme.

Please arrange to increase your employer contribution rate from 14.30% to 14.38% ready for the start of the new Scheme year. If your payroll/pension provision is outsourced to a third party please ensure they are made aware of this as soon as possible to ensure the change is implemented on time.

We are currently reviewing the information about contributions on our website and will update this as soon as possible.

[The full response from the Department of Health](#) is available on their website.

2. Our new look website is on the way

Work is nearly complete to create our new look website. Taking on board your feedback from the annual Customer Satisfaction Survey we have designed the new site so it is easy to navigate and much more user friendly. The website has many more new features including:

- A navigation menu at the top and right hand side of each page so you always know where you are and where you have been on the website.
- All information, guides and forms about a particular pension event are in the same place so users can easily find all the things they need. For example, the AW8P is on the same page as the information about retirement and how to claim a pension.
- Displaying information in a different way so you no longer have to scroll through long pages of text to find what you are looking for. Simply find the information you wish to read, click on the + button and the content you need will drop down onto the page.

When you are done just click on the – button and the content will fold back up and you can move on to the next piece of information.

- Embedded videos which means you can watch them immediately without leaving our site (Please note you will still need access to YouTube to do this).
- Alert boxes which we can use to highlight important information such as Pensions Online (POL) downtime.
- New design configuration which enables the new website to be smart phone and tablet compatible for viewing purposes.

At the time of publication we are scheduled to go live on **Wednesday 19 April**.

It is important to stress that this is just the start of our journey in improving our website. It is really important that you submit feedback telling us what you think about the design and layout, anything you would expect to see that's not there or anything that's not working for you. We also want to hear about anything you like so we can keep doing it!

The feedback mechanism will be at the bottom left of every page of the site for you to tell us what you think. We will review your views on a regular basis to identify emerging trends and make improvements and changes to the site accordingly. Changes will be tested with members and employers to make sure that what we develop provides the best possible website for you.

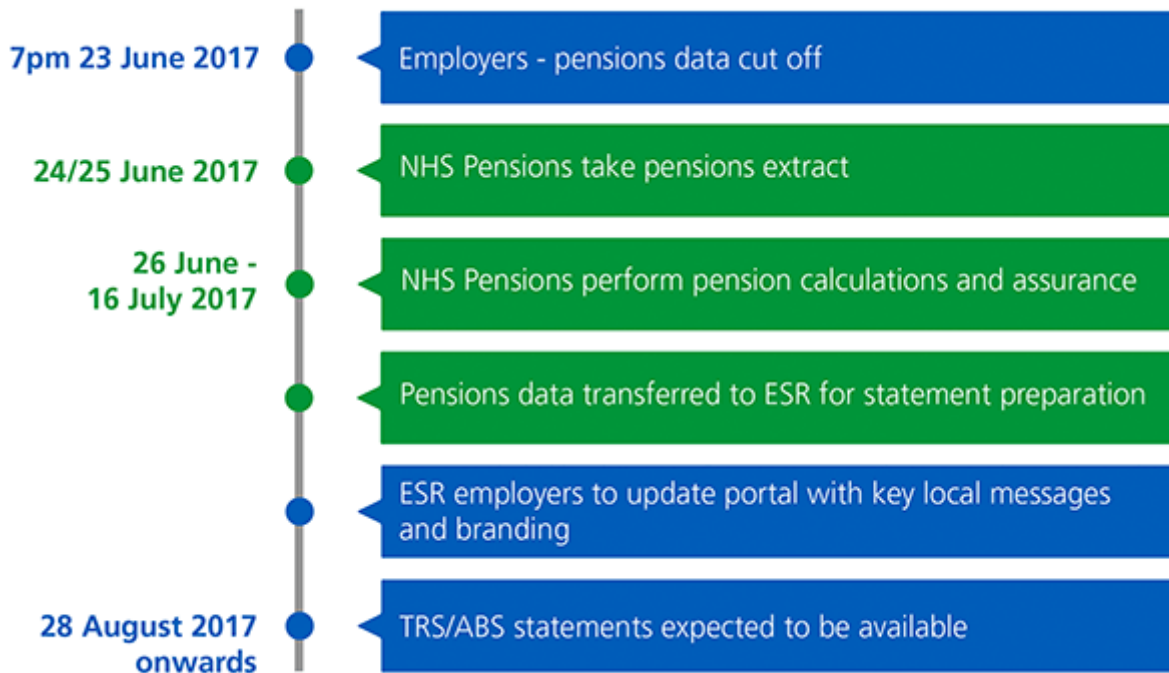
3. New functionality on Pensions Online (POL) – 2015 employment history

We have listened to your feedback and introduced some new functionality into Pensions Online (POL) to show you employments being built up in the 2015 Scheme. The information displays the start and end dates of any employments in the 2015 Scheme together with whether the employment(s) are full or part time. Pay information is already displayed as part of the benefit statement functionality, but part time hours will not be displayed.

To access this new functionality, just select membership history through Memberzone in the normal way. This functionality has been available since Monday 27 March 2017.

4. Total Reward and Annual Benefit Statements (TRS/ABS) annual update plan 2017

The following diagram shows this year's plan for updating Total Reward Statements and Annual Benefit Statements.



More detailed information about the activities you need to do will be made available on the [TRS information website](#). We will also provide you with reminders will be included in this newsletter as the year progresses.

5. GP locum forms update

The GP Locum forms A and B are being updated to take account of the employer levy. This levy will be paid in addition to the employer contribution from 1 April 2017.

Tiered employee contributions for freelance GP Locums are based on their total GP (Practitioner) NHS pensionable earnings in the current year.

The revised GP locum forms and information will be available on our new website when it launches next month.

In summary, the 14.3% rate applies to work recorded on the March 2017 locum form B and any earlier forms. The 14.38% rate applies to locum work recorded on the April 2017 form B onwards.

A freelance GP locum cannot record work performed on or after 1 April 2017 on the March 2017 locum form B.

The pre April 2017 locum forms will remain on the website for now to allow freelance GP locums and surgeries to pay contributions at the pre-April 2017 rate.

6. Prudential Money Purchase Additional Voluntary Contributions (MPAVCs)

Prudential have introduced a new telephone service and made improvements to their NHS MPAVC website. Members can contact one of their Retirement Specialists on **0800 028 1502** to help them start or top up their MPAVC and answer any questions they may have. The Retirement Specialists can give factual information, talk about personal situations and help answer any questions members may have about MPAVCs.

Information about Prudential's NHS MPAVC scheme is also on their website which has been improved to help members understand information more clearly. This includes:

- animated video guides to give members a better understanding about investing their contributions and choosing between the different funds available
- an AVC calculator which will give members an idea of the contributions they might need to make to achieve the level of income or cash they would like in retirement.

Existing members can also access their MPAVC account and manage their MPAVC plan online.

7. Non POL / ESR forms – contracting out information

Although contracting out of the State Pension ended on 5 April 2016, some non POL / ESR forms may still request that you enter a member's contracted out earnings. As this information is no longer applicable you will not need to calculate the member's contracted out earnings figure. The forms will be updated as soon as possible to reflect this change.

8. Annual update spreadsheet

As you are aware we will only accept annual update spreadsheets if you do not have access to Pensions Online (POL). These spreadsheets have now been emailed to all relevant employers and can be completed and returned with effect from 1 April 2017. You need to ensure that you provide all the relevant employee contribution and pay information along with employer pay and contribution information. You also need to provide the member's total hours worked during the year if they are employed part time.

To assist employers notifying NHS Pensions of any changes to members employment details or personal details we have created a new changes spreadsheet. This will enable you to report any changes that have occurred. A copy of this spreadsheet was also emailed out to all relevant employers.

We have also issued guidance to assist with the completion of the spreadsheet. Once you have completed the spreadsheets please return them to: nhsbsa.directionbodies@nhs.net.

If you have not received these documents please check your spam or junk mail, or check with your IT department to see if it has been stopped by your firewall. If this has happened please add the direction bodies email address to your safe sender list.

9. Ill health retirement

The Ill Health Awards team are receiving a number of retirement benefit claim forms (AW8) for ill health retirees with no pay details for members with 1995 Section membership. If a member has transitioned to the 2015 Scheme from the 1995 Section, we need their final salary link pay details to calculate their 1995 Section benefits. Please provide the highest of the last three years total pensionable pay (TPP) figure and the dates.

10. Projecting retirement and benefits statement details (AEBS) for 2015 Scheme members - reminder

The memberzone POL guide on our website has been updated to include a section on how to project retirement and benefit statement details for both 2015 Scheme and transition members. The guide contains detailed screenshots of the process for you to follow.

11. Request for contributions and pay

The charge of £30.00 payable for the provision of a statement of contributions and pay was removed with effect from 6 March 2017.

This charge has been reviewed as part of a wider membership enquiry process improvement initiative. Analysis has shown that better education through the website has reduced unnecessary enquiries leaving only genuine requests, such as mortgage lenders asking for proof of steady annual pay increases.

The member factsheet will be amended to reflect this change as soon as our website refresh is complete.

12. The Pensions Board

The NHS Pension Board's role is to hold the NHS Pension Scheme's administrator to account for administration of the NHS Pension Schemes (both the 2015 Scheme and the 1995/2008 Scheme).

Visit <https://www.gov.uk/government/groups/nhs-pension-board> to find out more about the role and responsibilities of the Pensions Board.

13. Most viewed Ask Us articles

Each month we provide you with the 10 most viewed articles in Ask Us. The results for February are below:

Most viewed article	Hits
How can I calculate the notional whole time salary for a part time staff member?	212
When would it be necessary for me to post an AW8 application form to NHS Pensions?	194
What should I do if I have paid the incorrect amount of contributions to NHS Pensions?	148
How does an employer pay their pension contributions to NHS Pensions?	133
Where can I find guidance on completing the SD55 terminating a period of employment?	122
What is my EA code?	117
Where can I find guidance on completing the SD55 annual update?	104
Do I need to submit the SD55 and SD55T when a member is retiring?	104
What is an AW171 and how should it be submitted?	71
What is the NHS Pensions Scheme Registry Number?	52

14. Pensions Online downtime

Pensions Online (POL) will be unavailable between the following times:

- 7pm on Friday 28 April and 7am on Monday 1 May

Please note: at times we may need to take POL offline at short notice. Updates will be provided on our website when possible.

We apologise for any inconvenience this may cause.

The May issue of the Employer Newsletter will be published at the end of April.