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NHS Pensions Employer Newsletter 8 - August 2017

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1. Updating your contact details

It is really important that you keep the contact details for your organisation up to date. If you need to check or update the details held for your organisation, please email nhsbsa.contactdetails@nhs.net. Do not send these details to any other email address. Please note any queries sent to this account other than updates to contact details will not be answered.

2. ESR email exercise

In May's newsletter we told you we would be contacting members using work email addresses held on ESR. This exercise successfully took place between 10 July and 19 July with over 1 million emails being sent. We are now working our way through the responses and bounce back emails to ensure the data we hold is as accurate as possible for future emailing exercises.

3. Qualifying for scheme protection in the 1995/2008 Scheme because of previous public service membership

Certain members who join the 2015 Scheme could qualify for scheme protection which enables them to become a member of the 1995/2008 Scheme.

To qualify for scheme protection in the 2008 Section, members must:

- join the NHS Pension Scheme not more than five years after leaving another public service pension scheme, and
- satisfy HM Treasury's 'two scheme test'.

Two scheme test:

Scheme 1 - member qualified for full (or tapered) protection in their previous public service pension scheme, and

Scheme 2 – member would have qualified for scheme protection had their previous scheme membership been pensionable employment in the 2008 Section.

To qualify for scheme protection in the 1995 Section, members must:

- join the NHS Pension Scheme less than five years after leaving a corresponding 1995 Section of the NHS Pension Scheme in Scotland or Northern Ireland, and
- qualify for protection in that corresponding 1995 Section.

Employers should make members aware of the scheme protection arrangements which are explained in more detail on the 'Membership of the NHS Pension Scheme' page of our website.

Any member who thinks they may qualify for scheme protection should read the FAQs and complete the previous public service membership application form (PPSM1).

4. Employer helpline – Data Management option 3

From 1 September 2017 the Data Management option on the employer helpline will be removed.

Any member records that urgently need updating for members claiming their benefits should be emailed to nhsbsa.datamanagement@nhs.net with the words **Award Pending** in the subject box. These will be dealt with within 48 hours.

Any non urgent data related queries should also be emailed to nhsbsa.datamanagement@nhs.net.

For any other general queries, please email nhsbsa.pensionemployers@nhs.net.

The employer helpline will still be available as usual with the following options:

- Option 1 – NHS Pensions Customer Contact Services: For general queries about an employee’s pension or the NHS Pension Scheme.
- Option 2 – POL Helpdesk: For technical issues with Pensions Online or password resets.

Please note: The POL Helpdesk option should only be used for help with technical problems or access issues, or completing an online form (except the AW8). Other queries should be directed to Option 1.

5. Total Reward Statements / Annual Benefit Statements

The refresh of statements for this year is going according to plan, the pension calculations completed on schedule, and the data has been passed to ESR for them to carry out the match and merge, and statement upload processes.

The aim is for the 2017 refreshed statements to be made available from Wednesday 23 August. In preparation for this, the TRS site will be unavailable from midday Friday 18 August until 9am Wednesday 23 August whilst last year’s statements are removed and the new statements uploaded.

If you want to retain a copy of last year’s statement, and haven’t already done so, you can save or print a copy until 18 August.

6. Don’t forget our new addresses

Don’t forget...

We have new postal addresses.

If you or a member need to send anything to us by post please send it to:

NHS Pensions
PO Box 2269
Bolton
BL6 9JS

All post for the NHS Injury Benefits Scheme should now be sent to:

NHS Injury Benefits Scheme
PO Box 2271
Bolton
BL6 9JU

From 24 July we also have a new Medical Services provider, Medigold Health Consultancy Ltd. We have written to staff with existing ill health and Injury Benefits applications to make them aware of the change.

7. GP Practice stakeholder event

During June the Stakeholder Engagement Team visited Birmingham and hosted two events for GP Practice managers. The events focused on basic administration of the NHS Pension Scheme and consisted of various workshops throughout the day led by Stakeholder Engagement Managers. These events will be continued throughout the year across the country so look out for invitations to an event near you.

Here is some of the feedback received:

“All the sessions were very useful”

“I think attendance to this event should be mandatory for pension administrators. I found this event extremely useful and very informative”

“Very worthwhile”

“Best manager training I have attended in a long while”

8. Protection of Pay

Following the removal of the historic Employer Newsletters from the website, the bulk Protection of Pay forms have been amended to remove all out of date links and references.

The employer factsheet has been updated with a historic bulk Protection of Pay guidance section to include information relating to On Call, Out Of Hours, Unsocial Hours, Long Term Recruitment and Retention Premia and Clinical Excellence/Distinction Awards.

Although this information largely refers to historic arrangements following Agenda for Change, it does remain applicable for any retrospective or new requests.

The five employer bulk reply letters have also been updated into a single universal reply letter.

9. Most viewed Ask Us articles

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

Most viewed article	Hits
How often is my Total Reward Statement updated?	200
Do I have an NHS pension?	75

What are the reduction factors for Actuarially Reduced Early Retirement in the 1995 section?	67
How can I notify NHS Pensions of my change of address?	62
Where can I find my SD number?	58
Can I return to NHS work after retiring from the 1995 section of the Scheme?	52
What is the Hypothetical Annuity Cost?	30
What is Actuarially Reduced Early Retirement (ARER)?	29
How long does a pension award take to process?	27
How far in advance can I submit my AW8 or AW8P application form?	23

10. Pensions Online downtime

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

- 7pm on Friday 28 July and 7am Monday 31 July

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 September issue of the Employer Newsletter will be published at the end of August.