

NHS Pensions Employer Newsletter 3 - April 2018


We would like you to spend a few minutes providing feedback for this newsletter, please complete this [short survey](#).

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1. Sharing our performance – February 2018

Our current performance

The table below shows our recent monthly performance for pension award processing:

	Number of awards due to be paid in month (our target)	Number of awards cleared within the month (our performance)	Completion rate
FEBRUARY 2018	4,349	4,283	98.48%

All work areas are starting to reflect positively following the introduction of the Work Management Tool with all area's seeing a reduction in work on hand

Our sub award plan remains on track, practitioner awards now have less than 100 outstanding whilst the Officers plan has also continued to see a reduction over the last month. We still anticipate full recovery by the end of August 2018.

We are nearly through our peak processing period for Awards. We received approx 2,400 pension applications for people retiring on the same day and we are pleased to say these are nearly complete.

We are also pleased that as the work situation is improving this has meant less call referrals through to us this period. This means that the administrators have been able to focus their attention on production and as such improve our position further.

We mentioned last month that we are expecting some system downtime that will affect employers access to Pensions Online (POL) as we start the process to integrate the pensioner administration and payroll activity into the end to end service.

There will be some disruption to the POL service during April and May and very likely these outages will be at short notice which unfortunately is unavoidable. Compendia, the pensions processing system, will also be unavailable at the same time which means that the average number of awards processed during these months may be slightly less. Be assured we are taking all steps to minimise any impact on our customers. We will post messages to the POL homepage as we know more.

2. Full system availability – Pensions Online and Compendia

The NHSBSA is currently in the process of transforming the pensioner payroll and administration.

To allow for the critical upgrade of our systems and the migration of data from existing systems there will be some system downtime coming up and we apologise for the short notice of this initial outage.

All pensions systems will be unavailable from **12:00 midday on Thursday 29 March until 10am on Tuesday 3 April** (0.5 working days).

We are also currently anticipating that all pensions systems will be unavailable from close of business on Friday 25 May to 10am Monday 4 June inclusive (a total of four working days).

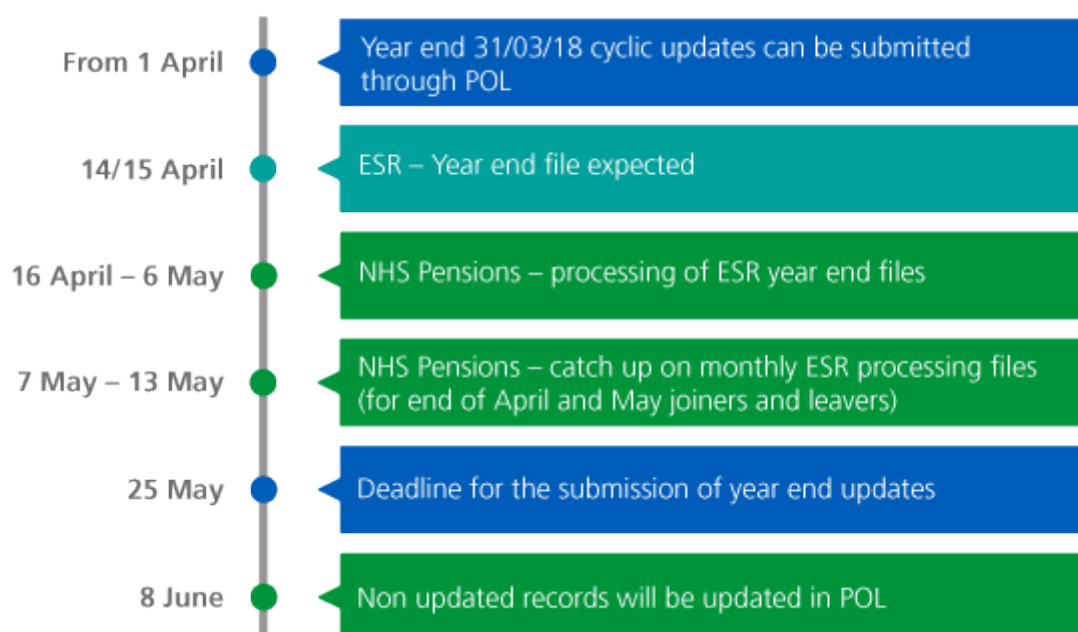
Although this means it's necessary to close the window for the submission of year end data this year earlier, we have allowed a further week after to process any data received that we were unable to process during the downtime.

Employers will still have at least four weeks after the year end processing window has finished to clear any year end data errors on Pensions Online before the TRS data cut off date on 22 June.

This is still subject to change. We may also need further downtime at short notice which we will notify you of as soon as we can.

3. Year end updating – ESR and Pensions Online (POL) employers

We would like to remind all employers that your member records should be updated up to 31 March 2018 by 31 May 2018.



Our Data Management Team continue to work on priority data errors in readiness for the year end.

There are currently 55,000 updates for year end 2017 or earlier, in error. Of these 33,000 are allocated to employers and 22,000 to NHS Pensions in POL Error Handling. If these errors are not resolved when the 2018 update is received the 2018 update will be rejected.

Please clear any errors allocated to you in POL Error Handling before year end 2018 processing to ensure the success of your 2018 year end updates.

4. Year end update process – Non Pensions Online (POL) employers

The Stakeholder Engagement Team has been cascading information over the last few months to inform non Pensions Online (POL) organisations of the changes being

implemented in 2018 with the end of year return. To support employers through these changes the team have:

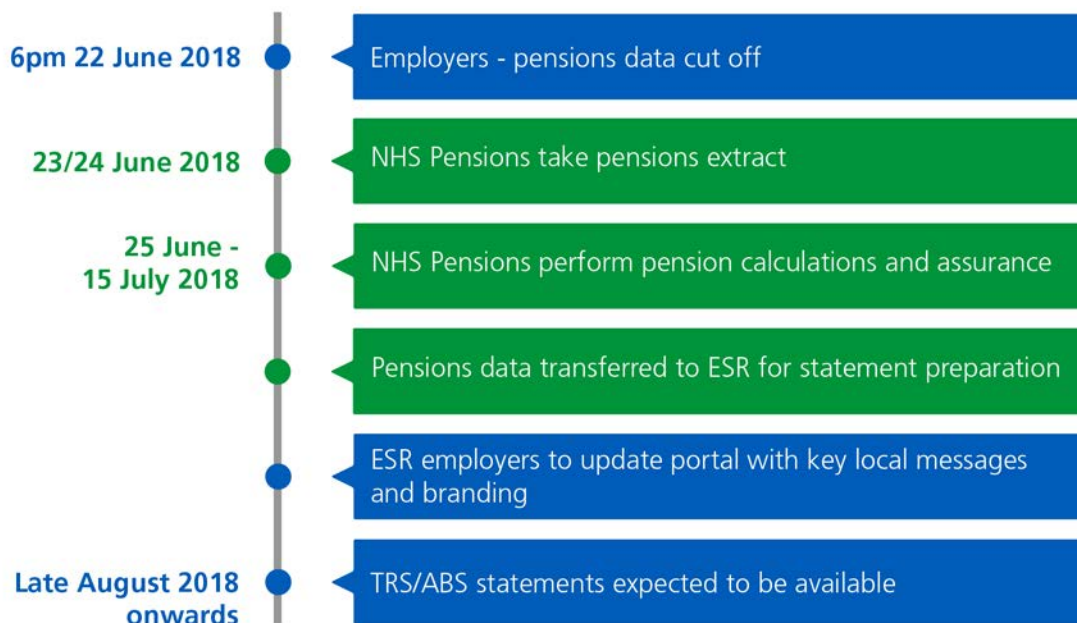
- successfully hosted two events in Leeds and London providing around 150 pensions administrators with the opportunity to learn more about the non POL end of year process and ask any questions about this new process
- held six conference calls allowing non POL employers who were unable to attend the face to face events the opportunity to learn more about the non POL end of year process and ask any questions they have
- published the slide deck on the [employer resources webpage](#).

All non POL employers have now been sent their personalised end of year spreadsheets which need to be submitted to nhsbsa.stakeholderengagement@nhs.net by **31 May 2018**.

If you are still unsure how to complete the spreadsheet please contact nhsbsa.stakeholderengagement@nhs.net.

5. Total Reward and Annual Benefit Statements (TRS/ABS) annual refresh

We can now confirm that the data cut for this year's refresh will be following the close of business (6pm) on **Friday 22 June 2018**. You will have until this date to correct any data errors. **Remember:** the year end updates must be submitted by 31 May.



6. GP members of the 2015 Scheme – 2016/17 contribution rate

If during 2016/17 you elected to work in a GP practice on a long term (more than six months) self-employed basis and recorded your work, in NHS pension terms, as a type 2 medical Practitioner, rather than as a freelance GP locum, you may ask NHS Pensions to review the rate of tiered employee contributions you paid.

If classification as a freelance GP locum for 2016/17 results in a lower rate of employee contribution being applicable, then you may be entitled to have contributions for that year retrospectively reviewed. This is only once your pension record has been updated by your Employing Authority and any under or over payment of contributions has been corrected.

We are currently reviewing all relevant literature to reflect this but any questions on this issue can be sent to nhsbsa.practitioners@nhs.net

7. Change of NHS Pension Scheme bank account for GP practices

The information in this article is for GP practices who currently make payment by electronic bank payments (BACS, CHAPS or faster payment)

With effect from 1 May 2018 the bank account currently used by GP practices to make payment of NHS Pension Scheme contributions will close. This is currently:

Bank name: National Westminster Bank
Bank sort code: 60-10-43
Bank account number: 41465717

GP Practices who wish to make a payment through the bank account **from 1 May 2018** must use the following NHS Pensions primary collections account:

Bank name: **National Westminster Bank plc**
Bank sort code: **60-70-80**
Bank account number: **10004084**
Bank account name: **NHS Pensions**

Payment reference should quote the GP Practice EA code and the contribution month being paid (for example A000 Feb 18).

Bank transfer remittances to provide us with the correct information to allocate your payment to your account must be sent to nhsbsa.eafinance@nhs.net on or before the payment is made.

8. 12 months of stakeholder events

In March 2017 the Stakeholder Engagement Team held their first events for employers. This infographic provides some information about the events that have been held over the last 12 months.



Look out for future event invites and don't forget to book your place.

9. Upcoming stakeholder events

The Stakeholder Engagement Team are now finalising the arrangements for the next round of GP Practice stakeholder events. These events will run from April to December in the following locations:

- Birmingham
- Exeter
- Leeds
- Crewe
- Newcastle
- Cambridge
- Brighton
- London
- Manchester

Once dates and venues have been confirmed invitations will be sent to the Pensions contacts for GP practices via Eventbrite.

10. Contributions payment schedule

As we approach the start of the 2018-19 financial year please see the latest version of the [contribution payment schedule](#) available on our website.

11. Most viewed Ask Us articles

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

Most viewed article	Hits
How can I calculate the notional whole time salary for a part time staff member?	181
When would it be necessary for me to post a retirement benefit claim form (AW8) to NHS Pensions?	136
What should I do if I have paid the incorrect amount of contributions to NHS Pensions?	126
What are final pay controls?	96
Do I need to submit the SD55 and SD55T when a member is retiring?	88
What are the joiner and leaver forms?	87
How does an employer pay their pension contributions to NHS Pensions?	85
How should I submit an AW8 application form if I do not have access to Pensions Online (POL)?	69
How can I apply for Mental Health Officer (MHO) status?	64
How can I gain access to Pensions Online (POL)?	62

12. Pensions Online downtime

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

- 7pm on Thursday 29 March 2018 and 10am on Tuesday 3 April 2018
- 6pm on Friday 27 April 2018 and 7am on Monday 30 April 2018
- 6pm on Friday 25 May 2018 and 10am on Monday 4 June

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 next issue (May) of the Employer Newsletter will be published at the end of April 2018.