

## NHS Pensions Employer Newsletter 4 - May 2018

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

### **1. General Data Protection Regulations (GDPR) – Employer agreement**

The NHS Business Service Authority (NHSBSA) and employers with staff in the NHS Pension Scheme are Joint Controllers for pension information. The NHSBSA have responsibility for information received from employers and pension members. Employers are responsible as Controller for the quality and timeliness of the information they provide to the NHSBSA.

We are updating the NHS Pensions member privacy notice to cover GDPR requirements and will communicate this to members as well as working with employers to publicise it. The privacy notice is now available at: [www.nhsbsa.nhs.uk/yourinformation](http://www.nhsbsa.nhs.uk/yourinformation)

The GDPR provides rights for individuals, such as the right of access. Where an individual's request for one of these rights is received by the NHSBSA we will respond directly. Employers will need to respond to any individual requests they receive.

If a personal data breach of the NHSBSA held information were to occur the NHSBSA will take the necessary action. If the NHSBSA become aware that such a breach was caused by the actions or omissions of employer staff then the NHSBSA will advise the employer Data Protection Officer (DPO). Should such a breach result in compensation claims then the NHSBSA DPO will discuss this with the employer DPO.

Updated Information Governance policies are available now at:  
<https://www.nhsbsa.nhs.uk/our-policies/policies-and-procedures>

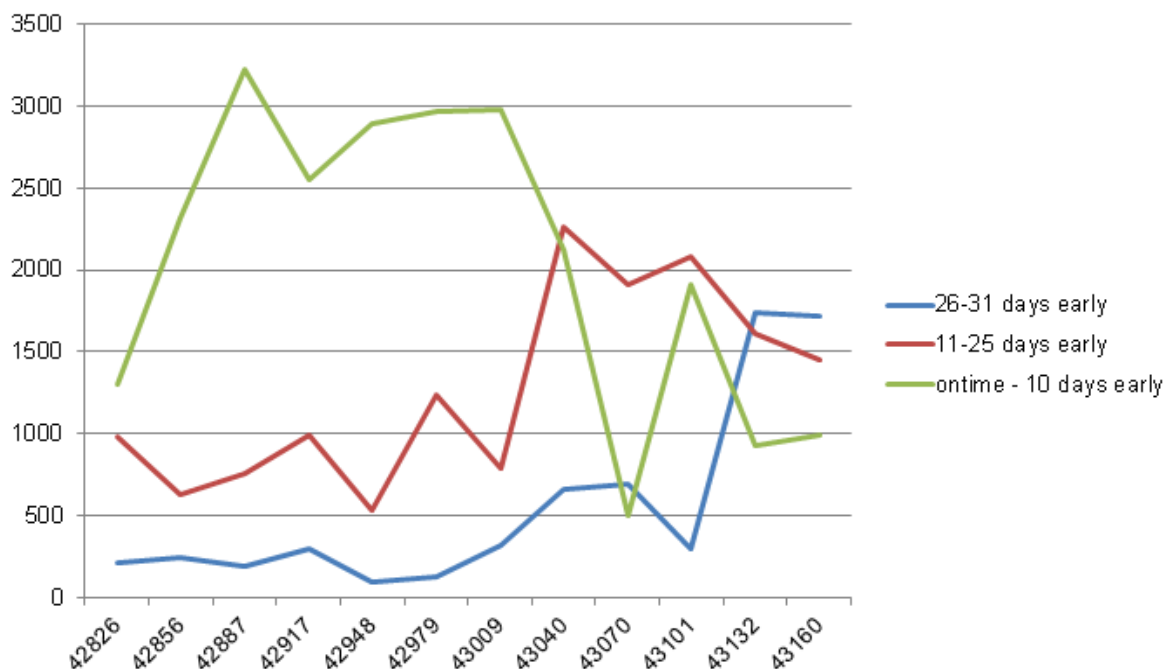
Further guidance about GDPR is available on [NHS Digital's website](#).

## 2. Sharing our performance – March 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
<b>March 2018</b>	<b>4,204</b>	<b>4,160</b>	<b>98.95%</b>



The graph above depicts the improvement we are making in our aim to pay the Pension and Lump Sum much nearer the members retirement date. Good progress is being made but we still have work to do.

The final numbers for our Awards peak processing period resulted in 3,549 awards due on the same day and we are very pleased to say that all of these were cleared by our mid April deadline.

In the other work areas we are continuing to see a steady reduction in work on hand as the work management tool becomes embedded within all Service Delivery Teams.

Another success, our sub award plan met the first milestone by clearing all the outstanding practitioner sub awards which are now fully up to date. The Officers plan remains on track with full recovery expected by the end of August 2018.

We do however still have some outstanding queries from this year's Greenbury exercise that we are working through as fast as we can.

We have mentioned over the last couple of months that we are expecting some system downtime that will affect employer's access to POL, as we start the process to integrate the pensioner administration and payroll activity into the end to end service. This work has now commenced with the first downtime taking place over the Easter weekend.

The next downtime is still planned for Spring Bank Holiday with both POL and Compendia being unavailable from close of business Friday 25 May 2018 through till Monday 4 June (a total of four working days). We will continue to keep you updated on our POL homepage as we get nearer to this date.

### **3. General Data Protection Regulations (GDPR) update**

A number of our forms are now in the process of being updated and published. You will see these appearing on our website shortly. Each form will be updated to include a brief standard paragraph explaining how we use information. Where a form requires consent, tick boxes are being added so that members are explicitly providing that consent. Where this occurs, there will be a second option which explains the consequences of not agreeing to provide consent.

Our new [privacy notice](#) is also now available on our website. This explains why we process information, who it may be shared with and how long we keep information for.

### **4. Total Reward/Annual Benefit Statement (TRS/ABS) access**

As you may be aware the Government Gateway is in the process of being decommissioned which means we have been looking for another way for NHS staff to access their Total Reward or Annual Benefit Statement.

Therefore going forward we will be using the GOV.UK Verify service to authenticate users which is much faster and easier to use than the current arrangements. Rather than having to register and wait seven days for a pin and password through the post, staff can go online and register for a Verify account and authenticate who they are in about 10-15 minutes. They can then access their Annual Benefit Statement straight away.

Your staff may already have a Verify account because it is used to access [several Government Services](#). If so they will not need to register again but can use their existing Verify details to log into their annual benefit statement.

We will be testing the Verify solution towards the end of May this year with a view to rolling it out to all users in the summer.

These new arrangements only affect staff who work in organisations that **don't** have access to ESR Self Service. Those that do can continue to access their statement via their ESR portal as usual.

We will provide more detail in future newsletters and update the information on our websites nearer to the go live date.

## **5. Deferred benefits claim form (AW8P) online**

This month the digital service 'Claim my NHS pension' went into Private Beta. The service allows deferred members to complete the deferred benefits claim form (AW8P) online.

Our contact centre staff are helping to on board people to the service. So when a deferred member contacts us requesting an AW8P they are giving them the option to use the online service instead of sending them a copy of the form.

We are monitoring feedback and will be speaking with as many users as possible to make improvements to the service as we go. This is the first version of the service so currently deferred members fill out the form online but still have to print off and sign the declaration (along with a witness) and send it in to us with any certificates we have requested. The long term goal is to fully digitise the whole process from logging in to submitting certificates online.

We will provide updates on progress in future newsletters.

## **6. Financial Information Collection (FIC)**

Since January we have been working with a small group of Direction Bodies to pilot our online Financial Information Collection (FIC) service. FIC will enable all employers to submit their contributions securely online regardless of whether they have access to the NHS N3 network. This will eliminate the need to post or email forms and spreadsheets, reduce errors and save time. Testing has gone well to date so we have now opened FIC up to a small group of GP Practices and will continue piloting with them for the next few months.

In the future we will be building in notifications that will alert employers that contribution submissions are due. The aim is to reduce late payments and the late payment charge this incurs.

We will provide more detail in future newsletters about how and when we plan to roll this service out to all employers.

## 7. NHS Pensions website

You may have noticed that the content on the website looks a little bit different. This is because we have reviewed the web pages to make them easy to read and scannable. This will help you and members pick out key words and find the information you are looking for much more easily. Added to this we have also changed the order of the pages in the navigation menu so that the most visited pages are at the top, again making information easy to find.

Other changes to look out for:

- The 'Family and your pension' section has now been replaced by two new pages '[Bereavement](#)' and '[Nominations](#)'
- The '[Increasing your pension](#)' page has now been split into sub pages to cover all the different options.

These improvements are in addition to the changes we have already put in place since the new website went live. There are plenty more improvements planned. If you have any suggestions please let us know via the [feedback survey](#). We will keep you updated on our progress in this newsletter.

## 8. Publishing our documents on your website/intranet

It has come to our attention that some employers have published copies of our guides and forms on their websites. On investigation, these are out of date documents which could provide members with the incorrect information and these show up in search results.

Please could all employers ensure that you direct any members to our website for the most up to date guides and forms, and remove any you currently have published.

## 9. Non POL update

Our non POL update process is now well underway and we wanted to provide employers with an update on our activities so far.

- We have currently received 14.69% of the spreadsheets we are expecting from employers.
- The Stakeholder Engagement Team have a dedicated resource that are updating 2018 records and then checking that the ADP4 is fully updated. Where there are any errors generated we are endeavouring to work with the employer to resolve these.

Some common issues we are finding are:

- The employer contribution rate not being 14.38% which is causing us to raise a query. NHS Pensions requires both the correct contribution rate and the monetary amount to fully complete the update. If you find you have not applied the correct

employer contribution rate of 14.3% and the additional 0.08% Administration Levy, you will need to arrange to correct this on your next contribution payment to NHS Pensions.

- Employers are omitting hours on part time employments and hours are being included on whole time employments.
- 2018 updates are not being forwarded to the correct email address. Please ensure that all 2018 non POL updates are sent to [nhsbsa.stakeholderengagement@nhs.net](mailto:nhsbsa.stakeholderengagement@nhs.net).

We would like to remind employers that they have until 31 May 2018 in which to submit their return to NHS Pensions. We would encourage employers to submit their return as soon as possible to allow us adequate time to work with them should there be any issues.

## 10. 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 March are below:

Most viewed article	Hits
<a href="#">How can I calculate the notional whole time salary for a part time staff member?</a>	158
<a href="#">When would it be necessary for me to post a retirement benefit claim form (AW8) to NHS Pensions?</a>	128
<a href="#">What should I do if I have paid the incorrect amount of contributions to NHS Pensions?</a>	115
<a href="#">What are final pay controls?</a>	81
<a href="#">How does an employer pay their pension contributions to NHS Pensions?</a>	78
<a href="#">Do I need to submit the SD55 and SD55T when a member is retiring?</a>	76
<a href="#">What are the joiner and leaver forms?</a>	69
<a href="#">How can I gain access to Pensions Online (POL)?</a>	55
<a href="#">How can I apply for Mental Health Officer (MHO) status?</a>	54
<a href="#">How should I submit an AW8 application form if I do not have access to Pensions Online (POL)?</a>	51

## 11. Pensions Online downtime

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

- 6pm on Friday 25 May 2018 and 10am on Monday 4 June 2018

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 (June) of the Employer Newsletter will be published at the end of May 2018.**