

## **NHS Pensions Employer Newsletter 5 - June 2018**

1. Pensions Online is currently unavailable until 4 June 2018
2. Sharing our performance – April 2018
3. General Data Protection Regulations (GDPR) update
4. Reduction or forfeiture of NHS Pension Scheme benefits and using the '02' exit code
5. Clinical Excellence Awards
6. Total Reward/Annual Benefit Statement access
7. Claim my NHS pension
8. Member journeys
9. Fax number no longer in use
10. Pensions Online downtime

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


### **1. Pensions Online is currently offline until 4 June 2018**

Pensions Online (POL) and our operating system (Compendia) went offline from 6pm on 24 May 2018 and will be available again from 10am on Monday 4 June. This is while we carry out the integration of pensioner data into our Compendia system ready for us to take over the full end to end service. These services will be phased in from our previous supplier over the next few weeks with NHS Pensions operating the full service from early July.

During this period, our administrators also have no access, which means we won't be able to process pension events, update members' records or adequately deal with queries. We have a recovery plan in place to minimise the impact on this downtime when the systems are back online after 4 June.

## 2. Sharing our performance – April 2018

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
	4,380	4,329	98.84%

The Officers sub award plan continues to remain on track with full recovery still expected at the end of August 2018.

Greenbury has been a challenge this year. We saw a significant increase in queries from employers requesting the previous year's data, all of which we have been worked through. We have now completed this years exercise and plan to carry out a lessons learned exercise to ensure the issues we came across this year do not reoccur.

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

Our member facing forms have now been updated with our new privacy statement (shown on the forms as 'How we use your information'). The latest versions are now available on our website.

Some forms may also have had changes made to their declarations and consent to make the member aware they are making an explicit choice. Please read the forms carefully when they are being completed.

Print stocks of the retirement benefits claim form (AW8), application for a refund of pension contributions (RF12) and the consideration of entitlement to ill health retirement benefits (AW33E) will feature the new versions as current stocks deplete.

## 4. Reduction or forfeiture of NHS Pension Scheme benefits and using the '02' exit code

The NHS Pension Scheme Regulations allow for NHS pension benefits to be reduced or forfeited under certain circumstances.

### Reduction of NHS pension benefits

Employing Authorities should make NHS Pensions aware of any legal proceedings in respect of a loss to public funds as a result of a Scheme member's criminal, negligent or fraudulent act or omission.

Where there is a loss to public funds as a result of a Scheme member's criminal, negligent, fraudulent act or omission their NHS pension benefits may be reduced to recover the loss. Where an Employing Authority has suffered a financial loss, NHS Pensions may reimburse them directly by offsetting the member's NHS pension benefits once these have been claimed. Please note that the loss to public funds does not include any investigation or legal costs incurred by the employer.

When contacting NHS Pensions, Employing Authorities should provide as much information as possible including:

- The amount of loss to public funds and whether any of the loss has been or is to be repaid by other means.
- Details of how the loss to public funds has occurred.
- Copies of the Certificate of Conviction if applicable.
- If the amount of the loss to public funds is disputed, a copy of the Court Order enforcing the member's obligation to repay the loss.
- Where the amount of loss to public funds is not disputed by the member, NHS Pensions will require the member's consent to offset benefits in order to recover the loss

Correspondence should be sent to Julie Edwards, Audit and Fraud Prevention Manager at NHS Pensions preferably by recorded delivery.

## **Forfeiture**

Where an active or deferred Scheme member has been convicted of any of the following offences some or all of their NHS pension benefits may be forfeited:

- An offence in connection with employment which is certified by the Secretary of State either to have been gravely injurious to the State or to be liable to lead to serious loss of confidence in the public service.
- An offence of treason.
- One or more offences under the Official Secrets Acts 1911 to 1989 for which the member has been sentenced on the same occasion to a term of imprisonment of, or to two or more consecutive terms amounting in the aggregate to, at least 10 years.

Survivor and/or dependants benefits may be subject to forfeiture if the survivor or dependant has been convicted of the murder, manslaughter, or unlawful killing of the member.

Any correspondence should be sent to the Technical Consultancy Team at NHS Pensions preferably by recorded delivery.

## 02 exit code

Exit code 02 should only be used on a member's pensionable employment record if the Employing Authority is recommending the recovery from pension benefits of a loss to public funds or a forfeit of pension benefits for a serious offence.

Where NHS Pensions receives leaver information from an Employing Authority with a potential termination/exit code 02, form SM219 will be issued in order to confirm the exit code. Employing Authorities with access to Pensions Online (POL), will receive an automated POL notification.

Once an 02 exit code is confirmed, NHS Pensions will review all the information and contact the Employing Authority accordingly.

## 5. Clinical Excellence Awards

From 1 April 2018 there are new arrangements regarding the pensionable status of Local Clinical Excellence Awards (CEA) awarded to Consultants.

Where a Consultant was already in receipt of a Local Clinical Excellence Award prior to April 2018 that same Award remains pensionable after April 2018.

- If a current Local Clinical Excellence Award increases as a result of a points increase (i.e. from level 8 to level 9) the increased amount is not pensionable.
- Any new Local Clinical Excellence Awards made from April 2018 are non-pensionable.
- The member's basic salary and other established regular pensionable payments, such as 'London weighting' etc. that remain in payment **continue** to be pensionable.

More information is available on [NHS Employers website](#).

There are no changes regarding the pensionable status of existing National Clinical Excellence Awards.

Where a member may be subject to a reduction in their **pensionable** pay because a Clinical Excellence Award has ceased or reduced, pensionable pay protection may be relevant. Employers must ensure the member completes the request to protect pensionable

pay application form (SM R9 App). More information is available in the Members Hub area of our website and the Protection of Pay and Voluntary Protection of Pay factsheet.

The employer must then contact NHS Pensions to request protection. This situation may occur where existing Local or National Clinical Excellence Awards are reviewed, a member's application for a renewal of their award is unsuccessful and they revert to a lower value Local Clinical Excellence Award.

## 6. Total Reward/Annual Benefit Statement 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. From early June we will be entering the Private Beta stage of the project and will be testing using GOV.UK Verify as an access route into TRS/ABS.

GOV.UK Verify 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 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 statement.

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.

For Private Beta we will be limiting the numbers of people accessing their statements via Verify to ensure that everything is working correctly. We hope to roll the service out to all eligible users in the summer in time for the statement refresh. We will keep you updated in future newsletters and in the employer forums.

## 7. Claim my NHS pension

Last month we told you about the pensions digital service 'Claim my NHS Pension' going into Private Beta. The service allows deferred members to complete and submit the deferred benefits claim form (AW8P) online.

So far we are controlling the number of members using the service to make sure everything is working correctly. The feedback we have received to date has been very positive with members saying that the process was easy to complete and understand.

We've had some good suggestions through for possible improvements that could be made such as being able to save and print applications. These things will be considered for future versions of the service by the project team and our delivery partners Valtech. We're still testing with a controlled group of users and will let you know in future newsletters when the digital form will be widely available.

## 8. Member journeys

We have created a series of member 'journeys' for you to use with members. They have been designed to act as a quick guide for different pensions events which you can print out to give to members or send them a link to the journey they need. They provide an overview of the information members need to read, which forms to complete and next steps. So far we have produced journeys for:

- How to get an estimate
- Opting out of the Scheme
- Getting a refund
- Transferring out of the Scheme
- Making a nomination

They are available in the [employer resources area](#) of our website.

## 9. Fax number no longer in use

With immediate effect the fax machine number (01253 774452) advertised on the Pensions Online (POL) registration form will no longer be available. In line with GDPR this is not a secure route to sending us information and as such it has been necessary for us to disconnect it.

Going forward you can scan your registration and email it direct to the team by email to: [nhsbsa.polhd@nhs.net](mailto:nhsbsa.polhd@nhs.net)

## 10. Pensions Online downtime

Pensions Online (POL) is currently unavailable until 10am on Monday 4 June 2018.

Pensions Online will also be unavailable between the following times:

- 6pm on Friday 22 June 2018 and 7am on Monday 25 June 2018
- 6pm on Friday 29 June 2018 and 7am on Monday 2 July 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.